



County of Santa Cruz
HUMAN SERVICES COMMISSION

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AGENDA

Wednesday, July 20, 2022

8:30 a.m. – 10:30 a.m.

This is a Virtual Public Meeting

Pursuant to AB 361 and Cal. Gov. Code section 54953, due to the ongoing COVID 19 state of emergency and upon recommendation of the County Health Officer, public meetings of the Human Services Commission will be conducted in in hybrid/remote format. Members of the public can attend virtually by teleconference (or in-person if hybrid).

There will be no physical location available for this meeting, however access to the meeting and an opportunity to comment live and in real time will be provided. Please follow the meeting instructions listed below. The instructions will also be posted on the Human Services Department webpage at <https://www.santacruzhumanservices.org/Home/HumanServicesCommission>

Virtual Meeting Instructions:
Join on your computer or mobile app
[Click here to join the meeting](#)

Or call in (audio only)
[+1 831-454-2222,,365872557#](tel:+18314542222365872557) United States, Salinas
 Phone Conference ID: 365 872 557#

To provide written public comments associated with any agenda item, please submit by email to micki.cocabuss@santacruzcounty.us

For Questions regarding the virtual meeting process, please contact Micki Coca Buss, Administrative Support at 831-454-7505 or micki.cocabuss@santacruzcount.us

The meeting starts at 8:30 a.m. with the first item and proceeds through the items in consecutive order unless otherwise noted.

- | | |
|---------------------------|----------------|
| I. Roll Call | (2 min) |
| II. Agenda Review | (2 min) |
| III. Announcements | (5 min) |
| IV. Public Comment | (5 min) |
- Members of the public may address the Commission on items not on the agenda for a maximum of five minutes each.

As a courtesy to those persons affected, please attend the meeting smoke and scent free. The County of Santa Cruz does not discriminate on the basis of disability, and no person shall, by reason of a disability, be denied the benefits of its services, programs, or activities. If you wish to attend this meeting and you will require special assistance in order to participate, please contact Micki Coca Buss at (831) 454-7505 (TDD number 454-2123) at least 72 hours in advance of the meeting to make arrangements. Persons with disabilities may request a copy of the agenda in an alternative format.

- V. Approval of Minutes (Action) (2 min)**
- March 16, 2022
 - May 18, 2022
- VI. Approval of Findings Pursuant to Assembly Bill 361 Authorizing Teleconference Meetings (Action) (5 min)**
- VII. Consideration of General Assistance Program Proposed Changes (25 min)**
Presenters: Irma Marquez, Employment & Benefit Services Division Director
- General Assistance Cost of Living Adjustment
 - Restore vs Rescind
 - Remove requirement for homeless applicants to draw a map of where they are located to establish residency
- VIII. Review current Commission Bylaws and consider next steps (Action) (10 min)**
- IX. 2021 Human Services Commission Work Plan (Action) (30 min)**
- Discussion of priorities and staff recommendations
 - Engagement strategies including with other County Commissions and within Supervisory districts
- Related materials:
- Human Services Commission Draft Work Plan Year 2020 (pages 7-10)
 - Commissions, Committees, and Advisory Bodies (pages 11-12)
- X. Director's Report (30 min)**
- Santa Cruz County Board of Supervisors Agenda Items: Regular and Consent
 - Legislative Items
- XI. Next Meeting and Agenda Items (2 min)**
September 21, 2022 – Location to be determined.
- XII. Adjournment**

A complete agenda packet will be available for review at the Human Services Department webpage <https://www.santacruzhumanservices.org/Home/HumanServicesCommission>

MATERIALS AND CORRESPONDENCE IN PACKET

From the Board of Supervisors Agenda

Full agenda items on indicated dates available at <https://santacruzcountyca.igq2.com/Citizens/Calendar.aspx>

BOS Date	Item	Page # in packet
5/24/2022 Item # 12	<u>DOC-2022-507 : Consider report on Thrive by Three Initiative and Nurse-Family Partnership and direct staff to report back on or before December 13, 2022 with the Fiscal Year 2021-22 program evaluation, as outlined in the memorandum of the Directors of Health and Human Services</u>	5
5/24/2022 Item # 13	<u>DOC-2022-508 : Consider report on planned collaboration with the City of Santa Cruz on its proposed use of \$14 million of one-time State funding to help people experiencing homelessness in the City of Santa Cruz secure stable housing, as outlined in the memorandum of the Director of Human Services</u>	10
5/24/2022 Item # 45	<u>DOC-2022-481 : Approve amendment to agreement with Wayfinder Family Services for psychosocial assessment and adoption support services, to modify the budget at an unchanged total amount of \$206,700; and take related actions, as recommended by the Director of Human Services</u>	14
5/24/2022 Item # 46	<u>DOC-2022-482 : Approve agreements with Goodwill Central Coast in the amount of \$750,000 for provision of Workforce Innovation and Opportunity Act Adult Dislocated Worker program services and Santa Cruz County Office of Education in the amount of \$800,000 for provision of Workforce Innovation and Opportunity Act Youth program services, and take related actions, as recommended by the Director of Human Services</u>	16
6/07/2022 Item # 11	<u>DOC-2022-558 : Consider approval of recommended awards from the Collective of Results and Evidence-based (CORE) Investments Request for Proposals (RFP) process; approve agreement between City of Santa Cruz and County related to CORE funding and contract administration; direct the Human Services Department to return on June 28, 2022, with final CORE contract awards; direct the Human Services Department to return on or before February 28, 2023, with an update on the evaluation of the CORE RFP process and community stakeholder process, and take related actions, as outlined in the memorandum of the Director of Human Services</u>	19
6/07/2022 Item # 46	<u>DOC-2022-535 : Authorize the Human Services Department to submit an application for State Homeless Housing Assistance and Prevention (HHAP) Round 3 grant funds totaling \$3,243,330 on behalf of the Continuum of Care and \$3,027,108 on behalf of the County of Santa Cruz; direct the department to return on or before September 20, 2022, and take related actions, as recommended by the Director of Human Services</u>	27
6/07/2022 Item #47	<u>DOC-2022-536 : Approve amendments to agreements with Abode Services and Housing Matters to extend the terms of the agreements to September 30, 2022, and take related actions, as recommended by the Director of Human Services</u>	32
6/21/2022 Item # 7	<u>BUD-2022-17 : Consider approval of the 2022-23 Proposed Budget for the Human Services Department, including any supplemental materials, and take related actions, as outlined in the referenced budget documents, and as recommended by the County Administrative Officer</u>	35
6/28/2022 Item # 9	<u>DOC-2022-642 : Consider approval of final recommended awards from the Collective of Results and Evidence-based (CORE) Investments Request for Proposals process; consider approval of three months of transition funding for Fiscal Year (FY) 2021-22 CORE programs not recommended for funding in FY 2022-23; direct the Human Services Department to return to the Board on or before December 13, 2022 with an update, and take related actions, as outlined in the memorandum of the Director of Human Services</u>	38
6/28/2022 Item # 54	<u>DOC-2022-603 : Approve amendment to the Health Services Agency's Participation Agreement with Santa Cruz Health Information Organization to include exchange of additional types of patient data and add the Human Services Department as a party to the agreement, and take related actions, as recommended by the Directors of Health and Human Services</u>	45

BOS Date	Item	Page # in packet
6/28/2022 Item # 66	DOC-2022-614 : Authorize the Human Services Department and Veterans Village Project Homekey application partners to sign partnership and contractual agreements for the acceptance of up to \$6,425,000 in California Housing and Community Development Homekey funds to create a 20 rental unit permanent supportive housing project for veterans at-risk of or currently experiencing homelessness at 8705 Highway 9, Ben Lomond, direct the department to return back to the Board on or before August 9, 2022 with executed agreements, and take related actions, as recommended by the Director of Human Services	48

COMMISSION COMMITTEE AGENDAS AND MINUTES

- Child Care Planning Council <http://www.childcareplanning.org/>
- IHSS Advisory Commission <http://www.santacruzhumanservices.org/AdultLongTermCare/InHomeSupportiveServices/AdvisoryCommission.aspx>
- Santa Cruz County Women’s Commission <http://www.sccwc.org/Home/Meetings.aspx>
- Santa Cruz County Seniors Commission <http://www.sccseniors.org/Home/Meetings.aspx>
- Santa Cruz County Commission on Disabilities <http://scccod.net/>
- Santa Cruz County Latino Affairs Commission <http://scclatinoaffairs.org>

OTHER MATERIALS

- Meeting Minutes – March 2022 (page 52 of packet)
- Meeting Minutes – May 2022 (page 54 of packet)
- AB361 (page 55 of packet)
- General Assistance Program Proposed Changes (page 57 of packet)
- Commission Bylaws (page 105 of packet)
- Draft 2022 Workplan (page 109 of packet)
- Legislative Analyst’s Office link: <https://lao.ca.gov/>



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Human Services Department: Administration Services Division
(831) 454-4130

Subject: Accept Report Thrive by Three Initiative and Nurse-Family Partnership

Meeting Date: May 24, 2022

Recommended Action(s):

Accept report on Thrive by Three and direct to staff to provide a report back on the Fiscal Year 2021-22 Thrive by Three evaluation no later than December 13, 2022, as recommended by the Directors of Human services and the Health Services Agency.

Executive Summary

In January 2017, the Thrive by Three Children's fund was created to improve outcomes for children under three. Subsequently the Thrive by Three initiative implemented strategies and activities that focused on the three goal areas: Enhance System Capacity, Enhance System Coordination and Strengthen System Foundation. Each fiscal year there is an evaluation of Thrive by Three. This report and presentation provide an update on the progress of Thrive by Three over the prior two fiscal years and future opportunities.

Background

On January 24, 2017, your Board voted to dedicate \$350,000 to the Thrive by Three (TbT) Children's Fund which is designed to improve outcomes for Santa Cruz County's youngest and most vulnerable children, prenatal through age 3, and their families. The need and initiative were based on research that demonstrated that the earlier investments are made in a child's life the greater the impact on their future well-being, and the initiative aligned with emerging state policy priorities for children 0-3 years of age, creating opportunities to leverage the investment. The desired outcomes behind the TbT initiative were:

- Babies are born healthy
- Families have the resources they need to support children's optimal development
- Young children live in safe, nurturing families
- Children are happy, healthy, and thriving by age three

Each outcome had specific measurements that were to be tracked annually over time.

Per your Board's direction, the county Human Services Department (HSD) and Health Services Agency (HSA) worked closely with First Five and other key stakeholders from the areas of health, nutrition, early care and education, home visiting, and community building programs, to determine the best strategies and goals to influence the desired

outcomes and allocate the TbT investment.

Taking a system of care approach, the TbT funding was allocated across three goal areas:

1. Enhance System Capacity,
2. Enhance System Coordination,
3. Strengthen the System Foundation

Major components of the TbT activities included Home Visiting Programs, support for quality childcare, and coordination for services and system growth and improvements. The goals, combined with a collaborative leadership structure and implementation workgroups provided a framework that has facilitated activities in line with the goals, and created opportunities to leverage additional funding.

Analysis

This is the first update to the Board since prior to the pandemic. The COVID-19 pandemic disrupted the lives of the entire County, including those of the families we serve and the employees who provide those services. At the time clients and staff were trying to comply with new shelter in place restrictions, employees were reassigned, and families began to do what they could to maintain the minimum status quo in their lives. Home visiting models had to adjust, as did childcare facilities and individuals comfort levels with new ways of life.

While the pandemic disrupted some previously consistent program activities, it also provided an opportunity to demonstrate successes and achievements of the TbT system of care and partnerships that have grown from it. The collaborative network established through TbT improved the system's ability to identify and respond to shifting community needs throughout the pandemic.

It is noteworthy that your Board's initial investment of \$350,000 and the establishment of TbT focused efforts on opportunities for families with children ages 0 - 3 years of age, which has led to additional investments in Home Visiting and other TbT-related activities. Next fiscal year, total funds supporting TbT programming are anticipated to total over \$1.3 million.

Below are some of the major accomplishments from the past two fiscal years, with more details provided in attachments 1 and 2 of this memo. Many TbT system activities were intertwined with pandemic response, so you will see the highlighted accomplishments also include pandemic-related accommodations. The accomplishments are organized by TbT goal areas.

Enhance System Capacity

- Home Visiting Program Services and Coordination services continued and served 1,077 enrolled families during calendar years 2019 and 2020. In adapting to the pandemic, virtual visits were incorporated into Home Visiting services, making it easier and safer for some families and providers to participate.

- \$175,152 in Early Learning Scholarship (ELS) funds were disbursed to support childcare providers in providing quality care to families who qualify to state subsidies. During the pandemic, additional funds were directed to ELS in FY 20/21 to support providers with the extraordinary costs of providing care during the pandemic.

Enhance System Coordination

- Development of an electronic data sharing and care coordination system, Together we Care, was started to allow for families interested in home visiting programs to have a welcoming, coordinated experience that helps them connect to the program that best fits their situation.
- Unite Us was implemented to streamline & electronically make and track referrals across many TbT system of care providers so that services can be coordinated, and providers can ensure families connected with additional services.
- Healthy Steps, an interdisciplinary pediatric primary care model that promotes healthy development for kids 0-3 and provides specialized support for families facing complex challenges was implemented at two community health centers across the county, Salud para la Gente and Santa Cruz Community Health.
- Collectively, a total of 23,341 diapers and 1,137 packages of diaper wipes were distributed to families. Early in the pandemic (May-Dec 2020), HSA was awarded \$9000 from the Central California Alliance for Health and partnered with the California Breastfeeding Coalition and Tiny Tots Diaper Service to raise an additional \$3400 in order to distribute diapers and wipes to the TbT network of care and other Community Based Organizations (CBO) serving the maternal child population.

Strengthen the System Foundation

- TbT Advisory & Leadership Committee Meetings continued, providing an opportunity for continued learning through ACEs Aware and information and coordination to navigate changing circumstances and support families' needs over the course of the pandemic.
- ACEs Aware Initiative - Adverse Childhood Experiences (ACEs) during early life development and toxic stress have been identified to represent a public health crisis. The Health Services Agency, in partnership with First Five and the Health Improvement Partnership, received a grant to provide ACEs Aware-related trainings to system providers so they could incorporate ACEs screenings and be better equipped to respond with a specific lens on racial equity.

ACEs Aware learning sessions were incorporated into the TbT Advisory meetings, and the collaboration for the ACEs Aware work led to the informal adoption of the Pair of ACEs framework into TbT.

- Sustained System Funding - The City of Santa Cruz amended the City Charter to

dedicate 20% of Cannabis Business Tax to support the Santa Cruz Children's Fund to support for the healthy development of youth, with a focus on those impacted by poverty and trauma. The infrastructure already in existence to distribute TbT ELS funds enabled First 5 to work with the City to quickly disseminate its first round of Children's Funds to childcare providers within the City jurisdiction who provided care during the pandemic.

- Home Visiting Coordination Grant - First 5 Santa Cruz received a 2-year, \$200,000 Home Visiting Coordination (HVC) grant. Grant activities are centered on strengthening the TbT system of care focus on supporting families recover from the public health crisis, with Home Visiting programs as a central point of entry and linkage to other early childhood and family support services. The TbT Leadership Team meetings have served as the HVC planning meetings, which has helped ensure the grant activities and deliverables reflect the input and commitments of the TbT partners.

Next Steps & Opportunities

It has been just over five years since the start of TbT. While much progress has been made as described throughout this memo and attachments, there are opportunities for improvement and growth, with three interconnected areas being a focus for the coming year.

Data alignment

Improving how we collect, share, and use data across the system of care and with the community is an area for growth. Continuing and expanding current efforts related to data can help streamline how families are served making it easier for them to access the supports they need, and it can also improve our ability to measure ongoing success, areas for improvement and communication.

Community Engagement

In the context of the pandemic, the economy, and other challenges, the circumstances that children and families face today, are different than they were five years ago. In considering where we are & where we are going, a focused effort to engage parents of young children and include their voice as an integral component will help provide insight into the experience of the families we are trying to serve and create more robust programming and stronger system of care networks.

Thrive by Five

Expanding the scope and purpose of TbT to Thrive by Five is another opportunity. The concept of establishing "Thrive by 5" (Tb5) as the countywide structure dedicated to the well-being of all children prenatal-5 and their families still needs details to be mapped out, though the idea is supported by the current TbT governance structures, and many key stakeholders involved in the creation of TbT.

Incorporating what the TbT network and leadership teams have learned over the past

couple years, they will continue to explore possibilities for the inclusion of family voices and expanding the TbT system to a Tb5 system. This will include mapping out the direct service and system needs of the expanded population, and how to best address the continuity of needs for families 0-5 in Santa Cruz County.

Financial Impact

There is no general fund impact or new general fund request associated with accepting and filing this report. The \$1.3 million in FY 2022-23 funding consists of approximately \$765,000 in Home Visiting Program funds from HSD and HSA, \$210,000 in CalWorks funding, and an ongoing General Fund investment of \$350,000 for the Thrive by Three program.

Strategic Plan Element(s)

1.A. (Comprehensive Health & Safety: Health Equity) The Thrive by Three initiative facilitates improved access and delivery of services to vulnerable families with children from perinatal to three years of age. This initiative directly contributes to efforts to promote a safe and healthy community that nurtures body and mind across all ages and social conditions.

Submitted by:

Randy Morris, Human Services Director, Monica Morales, Director, Health Services Agency

Recommended by:

Carlos J. Palacios, County Administrative Officer

Attachments:

- a TbT Evaluation 2019 – 2020
- b TbT Early Childhood Fund FY 2020 – 2021 Implementation & Evaluation Report



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Human Services Department: Administration Services Division
(831) 454-4130

Subject: Encampment Response Coordination with City of Santa Cruz

Meeting Date: May 24, 2022

Recommended Action(s):

Accept and file a report on planned collaboration with the City of Santa Cruz on its proposed use of \$14 million of one-time State funding to help people experiencing homelessness in the City of Santa Cruz secure stable housing, as recommended by the Director of Human Services.

Executive Summary

The Human Services Department (HSD) Housing for Health Division has partnered with City of Santa Cruz staff and elected leadership to develop collaborative plans for strategically investing its one-time State funding of \$14 million into lasting infrastructure improvements focused on helping people experiencing homelessness to secure housing and to keep community spaces safe and healthy for all City residents.

Background

On January 23, 2018, the County Board of Supervisors approved of formalized coordination and communication with City elected leaders and staff on the issue of homelessness through a 2x2 Committee or County/City Coordination Committee. The Committee includes two members of the Santa Cruz Board of Supervisors, the Mayor and Vice-Mayor of the City of Santa Cruz, and staff from both jurisdictions. In November 2020, the County established the Housing for Health Division to bring together a coalition of partners and resources focused on preventing and ending homelessness within the County. Staff from the Housing for Health Division began attending and supporting the County/City Coordination Committee in December 2020.

The California State budget for fiscal year (FY) 21-22 included \$14 million of one-time funding for the City of Santa Cruz to help people experiencing homelessness within the City, and invest in ways that create lasting infrastructure improvements and improved outcome-focused collaborations. State legislative expectations associated with this funding also included a stated desire for increased and documented collaboration between City of Santa Cruz and County of Santa Cruz staff and elected leaders on the issue of homelessness.

After receiving detailed information about the available funding and intended purposes of the resources in the fall of 2021, City staff collected community, stakeholder, and elected leader input on the potential uses of the funding. In addition to this input gathering, City staff and elected officials discussed potential investment strategies with County elected officials and staff through the County/City Coordination Committee.

These discussions included efforts to clarify City and County roles, responsibilities, and resource availability related to the issue of homelessness.

At the March 8, 2022, city council meeting of the City of Santa Cruz, the Council reviewed and approved a Homelessness Response Action Plan that included proposed uses of the \$14 million from the state. The agreed upon plan includes permanent infrastructure investments, funding for predevelopment work to jumpstart low-barrier interim housing and permanent supportive housing and expansion of operational capacity.

Specific proposed investments include:(1) expansion of the Coral Street Campus and increasing low-barrier, housing-outcome focused sheltering capacity, i.e., navigation center capacity; (2) structural investments to expand operational capacity to shift to a consistent and proactive approach to addressing unsheltered homelessness in the City, including establishing Low Barrier Navigation Center(s) (LBNC); and (3) a funding pool to support pre-development for low-barrier interim housing and permanent supportive housing projects.

Acquisition of property on Coral Street will be a key focus of the funds. The additional land will facilitate expansion of services in the immediate area. To help guide investments and development decisions on the properties currently under control and on those sought, the money from the State will also help fund a Coral Street design charrette that will result in a vision and master plan for the campus that will be presented to the City Council and County Board of Supervisors. Future land use changes and entitlements will still be necessary after acceptance of the master plan; however, the plan will help provide a path for upcoming investments, subject to those future land use decisions. The City has prepared a Request for Proposals (RFP) for the design charrette work. The draft has been reviewed by the County, and the City is completing internal legal and risk management reviews before circulating the RFP, which is expected to occur in May 2022.

The second area of focused investment will be the creation of a \$500,000 pre-development funding pool to support the pre-development work for low-barrier interim housing and permanent supportive housing projects within Santa Cruz County.

The third focus area consists of structural investments to expand operational capacity for emergency shelter and safe sleeping for individuals and families. This includes: additional shelter infrastructure procurement, funding the shelter operations at the National Guard Armory building, safe-sleeping and safe-parking programs, expansion and stabilization of interdepartmental operational capacity related to homelessness response, and expanding capacity and partnerships through legislative advocacy and communications infrastructure. A portion of the \$14 million allocation from the State will be used to cover some of the operational costs listed above for a one-year period. The City would need to fund subsequent years through a new revenue measure, or other sources would need to be identified. To the extent resources are available, the County will work with the City to bring additional supportive services to these locations to help participants develop pathways to permanent housing.

Analysis

City of Santa Cruz and County of Santa Cruz staff and elected officials partnered to develop a collaborative framework for investing \$14 million of one-time State funding to help people experiencing homelessness secure housing and to keep community spaces safe and healthy for all City residents. The City's proposed investments strive to create expanded shelter, LBNC, and permanent supportive housing capacity within the City and County. The City also proposes creating safe sleeping and parking programs to create more stability and opportunities for building supportive connections and pathways to permanent housing for people experiencing homelessness.

These proposed investments are consistent with goals outlined in the Housing for a Healthy Santa Cruz Strategic Framework supported by both City and County elected leaders. As part of the planning discussions associated with the proposed investment strategy for the \$14 million, County and City staff established principles for the local government entity primarily responsible for funding particular types of programs and resources.

For example, County and Continuum of Care entities are primarily responsible for securing and utilizing funding to support LBNC operations as defined in California Health and Safety Code Section 50216 - "a Housing First, low-barrier, service-enriched shelter focused on moving homeless individuals into permanent housing that provides temporary living facilities while case managers connect individuals experiencing homelessness to income, public benefits, health services, shelter, and housing." LBNCs differ from emergency shelters according to state law in the level of supportive services provided as part of program operations. California Health and Safety Code section 50801(3) defines emergency shelter as, "housing with minimal supportive services for homeless persons that is limited to occupancy of six months or less by a homeless person."

City and County collaboration is required to establish locations for and to support the development of LBNCs. The predevelopment support proposed in the City's plan will help with the establishment, expansion, or improvement of LBNCs and permanent supportive housing in the County. County staff will plan for and work with City and community partners to establish ongoing operational funding for newly established locations.

The City investment plan includes funding to support public safety and healthy public spaces as part of its strategy and will result in expenditures over the next 12-18-month period. The County aims to support these efforts through collaborative, proactive, street outreach teams working to connect people experiencing homelessness with income, public benefits, health services, shelter, and permanent housing. County staff will continue to work with City partners around their proposed investments to strategically maximize and leverage available federal and state funding and resource linkages in support of the shared goals outlined in the Housing for a Healthy Santa Cruz Framework.

Financial Impact

There is no direct financial impact associated with accepting and filing this report. Separate Board items may be presented at future meetings in support of the City of Santa Cruz proposed investments and Housing for a Healthy Santa Cruz Framework

goals.

Strategic Plan Element(s)

Attainable Housing, Goal A: Affordable Housing - Partner to develop affordable housing, lower barriers to housing solutions, and access new funding sources. The City of Santa Cruz investment strategy will help support the development of additional affordable and low barrier housing solutions.

Attainable Housing, Goal D: Homelessness - Expand services to reduce homelessness and increase housing stability. The ongoing partnership between the City and County will allow for an expansion of services to reduce homelessness and increase housing stability.

Submitted by:

Randy Morris, Human Services Director

Recommended by:

Carlos J. Palacios, County Administrative Officer



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Human Services Department: Family and Children's Services
Division

(831) 454-4130

Subject: Approve Amendment to Wayfinder Family Services Agreement

Meeting Date: May 24, 2022

Recommended Action(s):

Approve an amendment to the agreement with Wayfinder Family Services, Contract No. 22W3998, at an unchanged amount of \$206,700, to provide psychosocial assessment and adoption support services, and authorize the Director of Human Services to execute the agreement.

Executive Summary

The Human Services Department (HSD) recommends the Board approve an amendment to an agreement with Wayfinder Family Services (Wayfinder) to provide for psychosocial assessment and adoption support services. The agreement is consistent with the California Department of Social Services (CDSS) mandate for counties to manage the Private Adoption Agency Reimbursement Program (PAARP). Wayfinder has received increased referrals from HSD to provide related psychosocial assessments services which will exceed the available budget for the current term, and is not expected to finalize as many adoption services as budgeted for. As a result, a budget modification is recommended.

Background

The Family and Children's Services (FCS) Division of HSD manages the resource family approval process to determine whether a family is approved to begin adoption proceedings. Wayfinder provides HSD with contracted psychosocial assessment services as a key component of the FCS resource family approval process.

On October 19, 2021, the Board approved a renewing agreement with Wayfinder, using PAARP funding allocated by CDSS to county child welfare agencies, for pre-and post-adoption services needed for resource families approved for adoption of a child in the child welfare system.

Analysis

During FY 2021-22 to date, Wayfinder has provided 32 psychosocial assessments, and HSD has referred 7 additional resource parents for these services. Also during this period, Wayfinder has facilitated the completion of 4 adoptions and initiated proceedings for another.

In order to continue adequate psychosocial assessment services to facilitate resource family approvals, and in light of a relevant decrease in the number of finalized PAARP

adoptions expected this fiscal year, HSD seeks to adjust the budget of the agreement. The amendment will provide for the number of psychosocial assessments scheduled to be completed before June 30, 2022, by increasing the budget. By decreasing the PAARP budget according to expected adoptions finalizations, there is no change to the overall total budget.

Financial Impact

The agreement will not require a new allocation of County General Funds. The CDSS Resource Family Approval (RFA) funds and PAARP allocations, as were included in the Board approved FY 2021-22 HSD budget, will fund the attached Wayfinder Family Services agreement.

Contract No. 22W3998, Amendment One - Wayfinder Family Services

- Psychosocial Assessments - 392100 - 62885 - WCEC3 - 08880031
- PAARP - 392100 - 62885 - WCEC3 - 01170068

Strategic Plan Element(s)

1.B (Comprehensive Health & Safety: Community Support) Adoption support services prepare families for adoption through home visits, assistance in gathering the required documents, and connecting to services, which facilitates the adoption process to completion.

Submitted by:

Randy Morris, Human Services Director

Recommended by:

Carlos J. Palacios, County Administrative Officer

Attachments:

- a Contract No. 22W3998 Amendment One Wayfinder Family Services
- b ADM-29 22W3998 Amendment Wayfinder



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Human Services Department: Workforce Development Board

(831) 454-4130

Subject: Award Workforce Innovation and Opportunity Act Youth Program Services Agreements

Meeting Date: May 24, 2022

Recommended Action(s):

1. Approve agreement 23W3632 with Goodwill Central Coast in the amount of \$750,000 for provision of the Workforce Innovation and Opportunity Act Adult, Dislocated Worker program services, and authorize the Human Services Department Director to execute the agreements and take related actions, as recommended by the Human Service Department Director; and
2. Approve agreement 23W3379 with Santa Cruz County Office of Education in the amount of \$800,000 for provision of Workforce Innovation and Opportunity Act youth program services, and authorize the Human Services Department Director to execute the agreements and take related actions, as recommended by the Human Service Department Director.

Executive Summary

The Workforce Development Board (WDB) oversees the Adult, Dislocated Worker, and Youth program services funded through the Workforce Innovation and Opportunity Act (WIOA). The WDB is required to conduct a competitive procurement process for program services at least once every 4 years. WDB is requesting Santa Cruz County Board of Supervisors (Board) approval of the agreements related to local workforce services administered by the Human Services Department (HSD) WDB, including the agreement with SCCOE amending the contract's insurance clauses.

Background

On August 24, 2021, the Board issued a Request for Proposal (RFP) to procure WIOA program services and authorized the HSD WDB staff to negotiate agreements with the selected service providers.

County staff together with a 12-member evaluation committee evaluated and scored 11 proposals. County staff certified the scoring process and recommended awards be made with service providers as follows:

Service Area 1 One-Stop Operator	Service Area 2 Adult & Dislocated Worker Program Services	Service Area 3 Youth Program Services	Service Area 4 Layoff Aversion Services
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Winter Works, LLC \$75,000	Goodwill Central Coast \$750,000	SCCOE \$800,000	Cabrillo SBDC \$44,000
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At its December 8, 2021, board meeting, the WDB accepted and authorized the award recommendations and directed staff to negotiate the agreements to commence July 1, 2022, for a one-year term with three additional one-year options to renew, dependent on successful annual outcomes. Negotiations of those agreements have been completed.

Analysis

The selected service providers have had a history of agreements with the WDB for some time, and are held accountable to federally mandated common performance measures including employment rates at 2nd and 4th quarters after program exit, median earnings at 2nd quarter after program exit, credential attainment within four quarters after program exit, measurable skills gain and effectiveness of service to employers.

While the agreement with SCCOE has been longstanding between the agencies, HSD is requesting Board approval as the County's standard indemnification and insurance clauses are not included. In the past, mutual indemnification has been considered standard for agreements with other public agencies, although it does not fall within the terms and conditions of agreements utilizing the County Independent Contractor Agreement templates. Because this agreement is mutually beneficial, HSD recommends this agreement be approved under the terms as drafted so the program can continue. County Counsel and Risk Management staff have been consulted and will approve the amended document upon your Boards' direction.

Of the four (4) awards, two (2) require Board approval and the other two (2) will be processed via Purchase Orders.

Financial Impact

The Workforce Innovation and Opportunity Act formula allocation funds the Workforce Development Board program services. These agreements do not result in an additional General Fund contribution.

Contract No. 23W3632 Goodwill Central Coast, WDB
Index/GL Key-Object: 391600-75247

Contract No. 23W3379 Santa Cruz County Office of Education, WDB
Index/GL Key-Object: 391600-75247

Strategic Plan Element(s)

5.A (Dynamic Economy: Regional Workforce) The recommended agreements provide funding to advance economic opportunity by providing direct WIOA participant program services to our community for education and training in local demand occupations.

Submitted by:

Randy Morris, Human Services Director

Recommended by:

Carlos J. Palacios, County Administrative Officer

Attachments:

- a Contract_W3379_PY22-23_WIOA_SCCOE (BOS 5-24 AMS 11827)
- b Contract 23W3632 Goodwill Central Coast (eSign)
- c ADM-29 23W3632 Goodwill Central Coast
- d ADM-29 23W3379 SCCOE



**County of Santa Cruz Board of Supervisors
Agenda Item Submittal**

From: Human Services Department: Community Programs
(831) 454-4130

Subject: 27/22 Recommend Award from CORE RFP

Meeting Date: June 7, 2022

Recommended Actions

- 1) Approve Recommended Awards from the Collective of Results and Evidence-based (CORE) Investments Request for Proposals (RFP) process;
- 2) Approve Agreement between City of Santa Cruz and County of Santa Cruz related to CORE funding and contract administration;
- 3) Direct the Human Services Department to return to the Board on June 28, 2022 with final CORE contract awards; and
- 4) Direct the Human Services Department to return on or before February 28, 2023 with an update on the evaluation of the CORE RFP process and community stakeholder process.

Executive Summary

The Collective of Results and Evidence-based (CORE) Investments is both a funding model and a movement designed to improve the well-being of county residents. The Human Services Department (HSD), in partnership with the City of Santa Cruz who shares in the funding of CORE programs, requests the Board of Supervisors approve the recommended awards from the CORE RFP, as well as an Agreement between the City and County of Santa Cruz defining roles associated with the joint funding of the CORE programs.

This memo also outlines the scoring panel process and staff authorized funding adjustments leading to the recommended awards. Finally, the memo includes detailed analysis of the applications received and those recommended for funding.

Background

In 2015, the Board of Supervisors approved a phased-in approach to transition from the historical Community Programs funding model to a results-based collective impact model. After extensive research, and in collaboration with a wide variety of stakeholders from multiple sectors, the Human Services Department (HSD) Community Programs funding process was transformed into a new model named the Collective of Results and Evidence-based (CORE) Investments. From the beginning, there was an

acknowledgment that the CORE Investments model would evolve over time.

The evolution of the CORE program, including the development of this RFP, has been community informed, Board and City Council approved, and staff implemented.

Community Informed:

Over the last five years, CORE Investments has moved beyond just a funding model to also become a movement to achieve equitable health and well-being in Santa Cruz County. This movement has been facilitated by the CORE Consultants, Nicole Young from Optimal Solutions Consulting and Nicole Lezin from Cole Communications, and has been driven by input, feedback, and ideas from multiple people representing nonprofits, public agencies, grassroots groups, funders, and community leaders.

Continuous engagement has continued by establishing the CORE steering committee and holding community forums, input sessions, and CORE Institute events, such as Coffee Chats and CORE Conversations.

Further, and in preparation for this RFP, HSD and the CORE consultants held multiple community stakeholder meetings both to keep stakeholders informed of the RFP development, and to gather input on how best to develop this RFP considering the changing needs of the community since the first RFP, including the impact of the Pandemic. Staff provided updates to the Board of Supervisors and City Council keeping our elected bodies informed of these community engagement efforts and invited community stakeholders to make public comment as the details of the RFP were being developed.

Board and City Council approved:

The initial CORE contracts were approved by the Board of Supervisors for a three-year term. The Board then approved a one-year extension to align with the County new two-year budget cycle. Subsequently, and in response to the crisis created by the Pandemic, the Board approved a final one-year extension leading to the current RFP which will end the five-year term of current contracts.

During these past five years, the evolution and refinement of the CORE Investments model and framework has been documented and approved by the Board via progress reports submitted by HSD and Optimal Solutions Consulting. These reports included summaries of the ongoing collaboration and communication with community partners. Throughout, HSD and our consultants worked closely with City of Santa Cruz staff to ensure collaboration and coordination between jurisdictions.

In preparation for this RFP, staff gave presentations to the Board in February and September 2021, leading to the Board of Supervisors and Santa Cruz City Council approval to release the current RFP on November 9, 2021, meetings. Further, in response to community service providers request considering the COVID Omicron surge, staff returned to the Board on January 25, 2022, seeking approval to delay the application deadline by one month, which then required additional Board approval to modify existing timelines for appeal to ensure completion of the RFP process within the

current Fiscal Year.

A summary of major components of this RFP include:

- Three-year contract term
- Increases to the base funding, including folding in the Set Aside allocation, resulting in \$4,799,000 in base County funding available for awards
- City of Santa Cruz additional funding of \$1,080,000 added to the base
- Tiered funding approach- small, medium, and large awards, with an additional, larger Targeted Impact award
- Equity as central to CORE Investments as a process and desired impact
- Grants of all sizes would be driven by community needs, as defined, and articulated by the applicants
- Staff discretion to recommend awards up to no more than 10% variance from applicants proposed budget
- Hybrid Approach that is primarily broad, with no specific prioritization of a CORE Condition, population, region, nor agency; with two exceptions:
 - \$131,000 was to be carved out from the competitive RFP and instead dedicated as a contract with Seniors Council and administered by HSD's Adults and Long-Term Care Division, as funding for the administrative local match requirement for the local Area Agency on Aging (AAA).
 - No more than \$595,000 was to be carved out of from the competitive RFP and dedicated to fund the grantee or grantees who receives senior nutrition funding from the AAA's RFP process.

Staff administered

HSD and City of Santa Cruz staff administered the RFP. To ensure the RFP was administered with integrity, transparency, and to create equity of opportunity for all applicants, significant time and resources were spent to communicate with and to support all potential applicants. As previously shared with the Board, technical assistance and training sessions were provided in partnership with the CORE consulting team, with 64 Training and Technical Assistance opportunities that saw over 298 participants.

Further, a scoring panel process described in greater detail below and attached, was developed which included recruitment of a robust, diverse, and predominantly local group of panelists. All panel members were provided with thorough and consistent training to ensure the scoring rubric was applied consistently.

Analysis

Summary of Proposals/ Applicant Profile

A total of 128 applications representing 78 organizations were received across all four funding tiers, representing all CORE conditions, with a total of \$15,179,382 worth of requests.

Highlights of the applications are below, with further description of the applications included in Attachment 1.

- 22 agencies submitted multiple applications, with 12 submitting 2, and 10 submitting 3 or more.
- 47% of applicants were from new organizations, representing 42% of total applications.
- While all CORE conditions were represented, the majority of the proposals were in the areas of Health and Wellness (36) and Stable, Affordable Housing & Shelter (23).
- Along the continuum of evidence-based practices, most proposals, 67% utilized evidence-based programs, followed by 24% utilizing an effective practice.

Scoring Panel Approach

HSD, in partnership with the City of Santa Cruz, strived to create diverse, representative panels in line with the goals of the RFP. The design of the recruitment efforts and panel process was informed by the community stakeholder activities before the RFP was published. Recruitment efforts targeted community partners, county departments, local cities, educators, regional partners and community groups, current and former community leaders and researchers from across the county and region. A process was established to ensure panel members did not have a conflict of interest with the applications they reviewed. Attachment 2 includes a list of panelists who contributed their valuable time to this process.

Additional highlights of the Review Panels are below.

- The review panel approach was guided by the RFP. Review panels were organized by funding tier and CORE Condition
- 58 individuals participated as panelists
- Panelists were assigned to panels based on their connection to the CORE conditions of the proposals, and demographics striving for locally representative, diverse panels
- 76% of panelists stated lived experience within one of the CORE conditions
- 91% of panelists stated professional experience with one or more of the CORE conditions
- 86% of the panelists live in Santa Cruz County
- 21% of the panelists were Latinx, with a total of 31% Black, Indigenous, and People of Color
- All panelists completed a survey, and conflict of interest and confidentiality statements

Panel Review and Scoring Process

A careful and deliberative review process was followed to ensure that the process was carefully designed and executed in an objective, informed, and fair manner. Attachment 3 includes a comprehensive summary of the CORE Investments proposal review

process, and Attachment 4 includes copies of the matrixes. Highlights of the process are below.

- A scoring rubric was developed for each tier, and proposals were scored based on the criteria of the tier for which the organization applied
- Training on the CORE RFP and scoring matrix was provided to all panelists
- Nineteen review panels were created according to CORE Conditions
- At least three panelists reviewed each application according to the scoring matrix
- Panels were reconvened to discuss discrepancies in scores
- A total of 34 reconvening meetings of 1-3 hours each were held across all panels for a total of approximately 63 hours-worth of discussion
- The average panelist score for each proposal was used to rank applications within each tier

Funding Recommendations

This is the second iteration of CORE as an RFP. It was a very competitive process, and the applications represented a broad array of existing and new programs as was expected based on community input. City of Santa Cruz and County staff agreed upon a simple funding formula, so that the City funding is evenly distributed across all tiers and all recommended awards that propose to serve City residents. County funding would be braided into all awards. Attachment 4 provides an analysis of the proposals recommended for funding. Attachment 5 provides a list of the recommended proposals and recommended award amount. Highlights from the recommended awards are below.

- Funding recommendations are based on the score and rank of proposals within each tier and the dollar amounts available
- The mix of proposed awards is different from the current list of CORE recipients; however, the geographic distribution and populations served are comparable to what is currently funded
- The recommended awards across all CORE Conditions reflect the spread of proposals that were received across the CORE conditions, with largest proportions going to Health and Wellness (31%) and Thriving Families (32%)
- The geographic distribution of recommended awards closely mirrors the geographic distribution of all proposals received, and the geographic distribution of current CORE funding
- The percentage of funding targeting seniors (20%) is comparable to the percentage of current CORE funding supporting seniors, and also reflects the county population of seniors under 200% of the Federal Poverty Level
- The distribution of recommended awards by race/ethnicity closely matches the distribution of people living below 200% of the Federal Poverty Level, with 50% of the funding going towards people who are Latinx
- Distribution of recommended awards across the tiers demonstrates progressively higher levels of evidence-based practices within the higher tiers of funding, with all levels of results and evidence-based practices on the Continuum of Results and Evidence being utilized by recommended awardees

Funding Adjustments

After the rating panels final rankings were provided to staff, the following staff adjustments were applied, in the order listed, leading to the recommended awards being presented today:

- There were fewer small tier applications received than total funding available. With acknowledgment of the intent to provide an opportunity for smaller proposals to be funded while also funding competitive proposals, staff recommend funding applications that scored 68 and above within the small tier. The next ranking application below 68 was over 10 points below the threshold.
- \$272,581 remaining from the Small Tier was moved to the Medium and Large Tiers, given both tiers had much more requests for funding than money available. Further, the scores in the medium and large tiers were notably higher than in the small.
- On September 28, 2021, the Board approved redistribution of \$75,000 of a current CORE contract as the program stopped operating, toward an additional 25K per year of this new three-year term. The \$75,000 approved was moved to the Medium and Large Tiers.
- After funding all highest ranked proposals within Medium and Large Tiers, within approved budget for each tier, unspent funds of \$448,185 were still available.
- By applying a 3% reduction to each recommended award in the Medium, Large, and Targeted Impact grants, all available funds could be spent, leading to two additional Medium and two additional Large awards.

Carve out for Senior Meals

The Board of Supervisors directed staff to carve out “up to \$595,000” from CORE funding to award to the Area Agency on Aging (AAA) Senior Meals provider selected in their RFP. The \$595,000 amount was based on information provided by staff to the Board, which upon further review was not correct. Staff had reported that the current CORE award for Senior Meals provided by Community Bridges was \$500,000 when in fact it is \$415,000. The additional \$95,000 was included in this analysis given a different Senior Meals program provided by Grey Bears and the prospect of a provider applying for and being awarded both programs by the AAA.

Based upon the AAA’s award to Community Bridges, staff are recommending accepting the Community Bridges application for Senior Meals in the large tier limit of \$450,000. The 3% reduction to all medium, Large, and Targeted Impact is being applied to this award, leading to the recommended Senior Meals award to Community Bridges of \$436,500.

Agreement

The City of Santa Cruz is a formal partner, and funder in this process, and while City funds are to primarily serve City residents, with the framework of this RFP it is anticipated that county funding will also be braided into all contracts. To streamline the administrative process for the funders and vendors, HSD and the City of Santa Cruz have agreed that the County Human Services Department will administer the CORE

Contracts. An agreement outlining the premises around CORE contract administration between the City and County is included in Attachment 6.

Next Steps

Lessons Learned

As has been acknowledged throughout its development, CORE will continue to evolve over time. We are closing in on the second iteration of CORE as a funding framework, and such it will be important to conduct an evaluation of this iteration in preparation for the next.

Similar to what was done following the last RFP procurement, HSD is planning a comprehensive evaluation of this RFP process. The evaluation will include feedback and lessons learned on the community engagement leading up to the RFP, the RFP document and process itself, training and technical assistance, and the communication provided around the RFP, once complete, the scope of work and contracting process. Opportunities for input on ideas for the next round will also be solicited.

Feedback will be requested from stakeholders, panelists, staff, the Board and the City of Santa Cruz City Council.

Final Awards

Per the RFP, applicants have three (3) working days to appeal the recommendations, and final CORE funding decisions will be made on June 28, 2022. Following final funding decisions, staff will work with agencies to create scopes of work per mutual agreement of the vendor and funder. Once approved by the Board and the City Council, staff will negotiate three-year contract agreements with recommended awardees.

Financial Impact

CORE Investments awards are funded through County General Funds. Award of funds for the next contracting cycle will be contingent upon the Board's approval of these funds in the FY 2022-23 budget. The Fiscal Year 2022-23 CORE Proposed Budget is \$4,873,900, of which \$74,900 is carryover funding that the Board previously approved to be distributed in three (3) equal amounts per year.

The City of Santa Cruz award amount of \$1,080,000 for the administration and payment of the CORE Investment Contracts will be accepted on June 28, 2022, bringing the total contract award amount to \$5,953,900.

Strategic Plan Element(s)

- 1.0 Comprehensive Health & Safety
- 2.0 Attainable Housing
- 4.0 Sustainable Environment
- 5.0 Dynamic Economy

The CORE awards will affect several areas of the County's Strategic Plan.

Submitted by:

Randy Morris, Human Services Director

Recommended by:

Carlos J. Palacios, County Administrative Officer

Attachments:

- a Summary of Proposals - Attachment 1
- b CORE Review Panelists - Attachment 2
- c Scoring Panel Process - Attachment 3
- d Summary of Funding Recommendations - Attachment 4
- e Recommended Proposals Alphabetical by Agency - Attachment 5
- f City-County Agreement (e-signed) - Attachment 6



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Human Services Department: Administration Services Division
(831) 454-4130

Subject: Authorization to Submit Cal ICH Grant Application for HHAP-3 Funding

Meeting Date: June 7, 2022

Recommended Action(s):

1. Authorize the Human Services Department (HSD) to submit an application for California Interagency Council on homelessness (Cal ICH) Homeless Housing Assistance and Prevention (HHAP) HHAP-3 grant funds totaling \$3,243,330 on behalf of the Continuum of Care (CoC) Board and \$3,027,108 on behalf of the County of Santa Cruz;
2. Authorize HSD to execute Cal ICH standard contract agreements for HHAP-3 funds on behalf of the CoC and County pending County Counsel review and approval of Cal ICH standard funding contract agreements;
3. Authorize the Human Services Department to develop a Memorandum of Understanding (MOU) with the Watsonville/Santa Cruz City & County Continuum of Care (CoC) Board identifying HSD as the administrative entity of the CoC for HHAP-3 grant funds; and
4. Direct the Human Services Department to return to the Board on or before September 20, 2022 with an MOU and any financial documents related to the acceptance of the HHAP-3 grant funds.

Executive Summary

On December 17, 2021, the California Homeless Coordinating and Financing Council, now known as the California Interagency Council on Homelessness (Cal ICH), released a Notice of Funding Availability (NOFA) for Homeless Housing, Assistance and Prevention Program Round 3 funding with specific funding allocations for designated cities, counties, and Continuum of Care (CoC) entities throughout the state. The County of Santa Cruz received an allocation of \$3,027,108 and the Watsonville/Santa Cruz City & County CoC, locally known as the Housing for Health Partnership, received an allocation of \$3,243,330. The CoC Board approved of a single joint application for HHAP-3 funding in partnership with the County. Cal ICH issued a series of required steps for securing funding including participation in collaborative planning meetings, the execution of a partnership agreement between the County and CoC, the completion of a HHAP-3 standard application that includes a local homelessness action plan, and execution of standard funding agreements between Cal ICH and funding recipients. Approval of the proposed Board actions will allow the County to secure both County and

CoC HHAP-3 allocations for local programming focused on preventing and ending homelessness.

Background

Homeless Housing, Assistance and Prevention Round 3 funding is a statewide \$1 billion block grant program authorized by AB 140 (Health & Safety Code § 50218.6 et seq.) and signed into law by Governor Gavin Newsom on July 19, 2021. The program reflects a continuation of one-time state block grant programs managed by the California Business, Consumer Services and Housing Agency Homeless Coordinating and Financing Council (HCFC), now known as the California Interagency Council on Homelessness (Cal ICH).

Funding is made available as non-competitive allocations to eligible grantees, including: 44 Continuums of Care (CoCs), 13 large cities or combination city/county jurisdictions with populations over 300,000 and 58 counties. Funding allocations are determined by the proportionate share of the state's homeless population as reported in the Housing and Urban Development (HUD) 2019 Point-In-Time (PIT) count of persons experiencing homelessness. The County of Santa Cruz received an allocation of \$3,027,108 and the Watsonville/Santa Cruz City & County CoC received an allocation of \$3,243,330. All HHAP-3 funds must be expended by June 30, 2026. In addition to direct funding allocations, Cal ICH set aside \$180 million in bonus funds for communities that meeting funding obligations and outcome goal requirements by June 30, 2024.

HHAP Round 3 is designed to build on regional coordination developed through previous rounds of HCFC Homeless Emergency Aid Program (HEAP), HHAP, and COVID-19 funding. Round 3 funds are to be used to continue to build regional coordination and a unified regional response to reduce and end homelessness informed by a best-practices framework focused on moving homeless individuals and families into permanent housing and supporting the efforts of those individuals and families to maintain their permanent housing.

Key funding requirements include:

- Strategically pairing of these funds with other local, state, and federal funds to reduce and end homelessness;
- A commitment to address racial disproportionality in homeless populations and achieve equitable provision of services and outcomes for communities disproportionately impacted by homelessness and COVID-19;
- Establishing a mechanism for people with lived experience of homelessness to have meaningful and purposeful opportunities to become part of the solution;
- Fund projects that provide housing and services that are Housing First compliant, per Health and Safety Code Section 50220.5(g), and delivered in a low barrier, trauma informed, and culturally responsive manner; and
- HHAP funding should be housing-focused -- either funding permanent housing interventions directly or, if used for shelter or street outreach, have clear pathways to connect people to permanent housing options

The local CoC Board approved of a joint HHAP-3 application submittal with the County, which is allowable by Cal ICH. Joint application submissions require evidence of a formal written agreement between the HHAP applicants articulating how the parties will

work together to utilize the funding in a collaborative and impactful fashion. In addition to this joint application agreement, the applicants must submit a single HHAP-3 application that includes a narrative template, local homelessness action plan, and outcome goals. There must also be an opportunity for public comment on the development of the local homelessness action plan and outcome goals.

Following the submission of all the required materials, Cal ICH will determine whether the local jurisdictions have met the application funding requirements. For jurisdictions that meet the requirements, standard funding agreements will be issued for execution. For jurisdictions that fail to meet the application requirements, Cal ICH will meet with local jurisdictional leaders to develop collaborative plans for making necessary changes to their application and funding plans.

Analysis

Local jurisdictions and CoCs have benefitted from the availability of one-time state funding block grants to address homelessness starting in 2018 with the HEAP grant followed by subsequent rounds of HHAP funding. Prior to the availability of these state block grants and COVID-19 one-time federal and state resources, the County of Santa Cruz had limited budgeted and discretionary resources to support year-round emergency shelter operations with a permanent housing exit focus and other needed housing and supportive services for people at-risk of or currently experiencing homelessness.

HHAP-3 funding can be used for rapid rehousing, operating subsidies for temporary and permanent housing, street outreach, services coordination, systems support, delivery of permanent housing and innovative housing solutions, prevention and shelter diversion, interim sheltering, and improvements to existing emergency shelter to lower barriers and increase privacy. At least 10% of the funds must be allocated for services for homeless youth populations and no more than 7% of the funding can be utilized for administrative costs incurred by the County.

The County of Santa Cruz and local CoC adopted the Housing for a Healthy Santa Cruz Strategic Framework as a guide for collaborate work to ensure all residents within the County have stable, safe, and healthy places to live. The Framework establishes a countywide target of 600 year-round shelter and transitional housing beds focused on helping people exit to permanent housing as quickly as possible. The framework calls for low-barrier shelter and transitional housing programs focused on positive housing and other outcomes for participants. In 2019, California planning, and zoning law (Government Code §65660) was updated to reflect standards for a specific type of emergency shelter known as a “low-barrier navigation center.” The code defines a “low-barrier navigation center” as a “Housing First, low-barrier, service-enriched shelter focused on moving people into permanent housing that provides temporary living facilities while case managers connect individuals experiencing homelessness to income, public benefits, health services, shelter, and housing.” “Low barrier” means best practices to reduce barriers to entry.

HHAP guidelines support the use of funding for low barrier navigation centers and transitional housing for specific subpopulations of people experiencing homelessness. Given the County’s strategic framework goals and the need for ongoing state funding to

support temporary housing resources in the community, HHAP-3 funds will be primarily utilized to support ongoing operations of low-barrier navigation centers and transitional housing programs. Any remaining HHAP-3 funds will be utilized to support other goals as outlined in the Strategic Framework.

The HHAP-3 application narrative template, local homelessness action plan, and outcome goals will be prepared by Housing for Health Division staff in partnership with members of the Housing for Health Partnership or local CoC. An MOU between the County and CoC must also be adopted by the Board, therefore, staff and stakeholders will work together to establish reasonable outcome goals to make the County and CoC eligible for potential receipt of HHAP-3 bonus funding. Complete applications are due to the state by June 30, 2022. Copies of the initial HHAP-3 application materials will be posted on the Housing for Health Partnership website on or before June 20, 2022, prior to submission.

If approved for the full HHAP-3 CoC and County funding allocations by Cal ICH, separate actions will be brought to the Board related to specific investments of these funds into prioritized low-barrier navigation centers and transitional housing programs, as well as other prioritized investments. Cal ICH allows for reasonable modifications to the proposed budget in the initial application if the proposed changes are consistent with HHAP-3 regulations and the local jurisdiction can justify how the changes will support improved local outcomes.

Financial Impact

The County of Santa Cruz received an allocation of \$3,027,108 and the Watsonville/Santa Cruz City & County CoC, locally known as the Housing for Health Partnership, received an allocation of \$3,243,330. Round 3 funds are to be used to continue to build regional coordination and a unified regional response to reduce and end homelessness informed by a best-practices framework focused on moving homeless individuals and families into permanent housing and supporting the efforts of those individuals and families to maintain their permanent housing. Securing HHAP-3 funding is critical for sustaining current and planned investments in temporary housing resources for people experiencing homelessness within the County. In the absence of this funding, other sources would need to be identified to sustain current operations which may impact net county costs. Aside from budgeted staff time, there is no associated General Fund cost with the HHAP-3 application or development of MOU between the County and CoC. When awarded, HSD will return to the Board to accept and appropriate the allocations.

Strategic Plan Element

2.D (Attainable Housing; Homelessness)

Approval of the recommended actions will sustain, expand, and improve services to reduce homelessness and increase housing stability.

Submitted by:

Randy Morris, Human Services Director

Recommended by:
Carlos J. Palacios, County Administrative Officer



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Human Services Department: Administration Services Division
(831) 454-4130

Subject: Amend RRH agreements to adjust budgets, extend contracts term and add compliance language

Meeting Date: June 7, 2022

Recommended Action(s):

1. Approve an amendment to agreement W4089 with Abode Services, to include language to meet Emergency Solutions Grant-Corona Virus Relief Act fund (ESG-CV) regulations, extend the deadline of the agreement through September 30, 2022 and amend the total annual budgets for new annual total budgets of \$421,233 in Fiscal Year (FY) 2020-21 and \$2,807,118 in Fiscal Years 2021-22 and 2022-23 for an unchanged multi-year total of \$3,228,351, and authorize the Director of Human Services to execute the amended agreements and take related actions; and,
2. Approve an amendment to agreement W4088 with Housing Matters, to include language to meet Emergency Solutions Grant-Corona Virus Relief Act fund (ESG-CV) regulations extend the deadline of the agreement through September 30, 2022 and amend the annual total budgets for new annual total budgets of \$161,195 in Fiscal Year (FY) 2020-21 and \$2,808,568 in Fiscal Years 2021-22 and 2022-23 for an unchanged multi-year total of \$2,969,763, and authorize the Director of Human Services to execute the amended agreements and take related actions.

Executive Summary

To meet urgent needs for housing assistance prior to the closure of COVID-19 expanded shelter facilities, the Human Services Department (HSD) entered into agreements with Abode Services (Abode) and Housing Matters for emergency rehousing services. HSD recommends the Board approve amendments to these agreements to ensure the contracts meet federal funding requirements and extend deadline of the agreements through September 30, 2022 to reflect the new funding deadline.

Background

On March 23, 2021, the Board approved agreements with Abode and Housing Matters to provide emergency rapid rehousing services and related activities for households staying in expanded COVID-19 shelters to move into sustainable permanent homes. Specific rehousing services provided through these agreements include holistic, strength-based housing navigation and care management services and rapid rehousing rental assistance funds. Abode and Housing Matters will continue to work with participants on attaining and retaining housing after the final expanded COVID-19

shelters close in June 2022.

Throughout the duration of the contracts, HSD has worked closely with the State Department of Housing and Community Development (HCD) and their Emergency Solutions Grant-Corona Virus Relief Act (ESG-CV) Technical Assistance (TA) providers to ensure funds are used in accordance with federal and state requirements. In its review of the County's agreements with Abode and Housing Matters, the TA providers identified specific language that needed to be incorporated to meet ESG-CV funding requirements.

Spending on both contracts has been slower than anticipated due to both the attainment of Housing Vouchers by program participants that reduce the need for program funds to pay for participant housing costs and the slower than anticipated rate of participant attainment of permanent housing. Despite its slower than anticipated spending, the County has expended more than 70% of its ESG-CV award, while statewide communities have spent less than 50% of the total allocated ESG-CV funds. On March 23, 2022, HCD notified state ESG-CV recipients that in alignment with the federal government's expenditure deadline, it would be extending its ESG-CV expenditure deadline from July 30, 2022, to September 30, 2022.

Analysis

Since the original Board's approval of these agreements on March 23, 2021, Abode, Housing Matters, and HSD's Housing for Health Navigation team have enrolled a combined 259 households, or 307 individuals, into their programs, including almost 100 households who have moved into permanent housing.

HSD recommends the Board approve amendments to these agreements to ensure adherence to all funding requirements and allow for the full use of available ESG-CV funds. The proposed extended contract period along with the amendment of the annual total budgets while keeping the same grand total budgets, will allow the agencies to continue to use available ESG-CV funds and maximize spending to support participants to attain and maintain permanent housing. The performance of these agreements will continue to be measured by the number of households who obtain permanent housing and achieve housing stability.

Financial Impact

Approval of these amended agreements will not require a new allocation of County General funds. Funding for the agreements with Abode Services and Housing Matters come from the federal Emergency Solutions Grant-Corona Virus Relief Act (ESG-CV) as one-time funds to provide housing navigation and care management services and rapid rehousing rental assistance. The funds are included in the FY 2021-22 HSD budget.

Contract No. W4089, Amendment One - Abode Services

- 391200 - 62381 - WHESG23 - WH018
- 391200 - 62381 - WHESG1 - WH018

Contract No. W4088, Amendment Two - Housing Matters

- 391200 - 62381 - WHESG23 - WH018

- 391200 - 62381 - WHESG1 - WH018

Strategic Plan Element(s)

2.D (Attainable Housing: Homelessness) - HSD contracts with Abode Services and Housing Matters to assist participants experiencing homelessness in attaining and maintaining permanent housing. Amending the agreements with Abode Services and Housing Matters increases HSD's ability to reduce homelessness and increase housing stability.

Submitted by:

Randy Morris, Human Services Director

Recommended by:

Carlos J. Palacios, County Administrative Officer

Attachments:

- a Agreement - W4089 Abode RRH Amendment 1
- b Agreement - W4088 HM RRH Amendment 2
- c ADM-29 20W4089 A01 Abode
- d ADM-29 22W4088 A01 Housing Matters



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Human Services Department: Administration Services Division
(831) 454-4130

Subject: 2022-23 Proposed Budget for Human Services Department

Meeting Date: June 21, 2022

Recommended Action(s):

Consider approval of the 2022-23 Proposed Budget for the Human Services Department, including any supplemental materials, as provided in the referenced budget documents:

- Proposed Budget, Supplemental Budget, and Line Item Detail
<https://www.santacruzcounty.us/VisionSantaCruz/Budget/DepartmentBudgets/ta/bid/8360/moduleId/20205/deptId/25/controller/Department/action/DeptDetail/Default.aspx>
- Fixed Assets
<https://www.santacruzcounty.us/Portals/27/County/budget/pdf/Fixed%20Asset%20Details.pdf>
- Continuing Agreements List, Pages 97-101, 113
<https://www.santacruzcounty.us/Portals/0/County/SCCBudget/pdf/Continuing%20Agreements%20List%20FY%202023.pdf>
- Unified Fee Schedule, Pages 164-166
<https://www.santacruzcounty.us/Portals/0/County/SCCBudget/pdf/Unified%20Fee%20Schedule%20FY%202023.pdf>

Executive Summary

The 2022-23 Proposed Budget for the Human Services Department supports five divisions: Social Services, Entitlements, Housing for Health, Workforce Innovation Opportunities Act, and Veteran's Services, with staffing of 570.0 funded full-time equivalent positions.

Background

The mission of the Human Services Department is to protect the vulnerable, promote self sufficiency, alleviate poverty, and improve the quality of life. The departmental and divisional operational goals are shown in the 2022-23 Proposed Budget as well as in the 2021-23 Operational Plan. Both are available at: www.SCCVision.us.

Analysis

Budgeted funding will continue to support ongoing services, including Adult and Long Term Care (ALTC), Family and Children's Services (FCS), Employment and Benefit

Services (EBSD), Housing for Health (H4H) Workforce Development Board, and Veteran's Services.

Funded staffing has been amended to include the addition of the following positions:

- 12.0 Social Workers (various classifications), 1 Social Work Supervisor II and 1 Sr Human Services Analyst to support the expansion of adult protective services to persons over the age of 60, emergency response for FCS, and to assist with planning and coordination of services for residents with access and functional needs during times of emergencies;
- 1 Admin Aide, 1 Mental Health Client Specialist, and 5 Deputy Public Guardians to support the transfer of the Public Guardian's Office from Health Services to Human Services;
- 1 IT Support Services Analyst III, 1 Sr Account Tech, 2 Departmental Administrative Analysts and 2 Sr Departmental Administrative Analysts to strengthen our infrastructure including fiscal, information technology, quality improvement analysis, and contract administration; and
- 1 Social Work Supervisor I, 1 Admin Aide, 2 limited-term Program Coordinators, 2 Sr Departmental Administrative Analysts and 1 Principal Analyst in H4H to support grant, contract, and public information administration, and housing development projects.

More details on successes, emerging issues, state and federal budget impacts, and the focus for FY 2022-23 will be included in the departmental budget presentation.

Financial Impact

The Human Services Department proposed budget includes \$173,994,355 in expenditures offset by \$152,181,250 in revenues and \$21,813,105 in General Fund contribution, reflecting a contribution increase of \$1,688,159 or 8% from the FY 2021-22 budget.

Strategic Plan Element(s)

The 2022-23 Proposed Budget for the [dept name] meet the following Strategic Plan Goals:

- 1.A (Comprehensive Health & Safety: Health Equity)
- 1.B (Comprehensive Health & Safety: Community Support)
- 2.A (Attainable Housing: Affordable Housing)
- 2.D (Attainable Housing: Homelessness)
- 5.A (Dynamic Economy: Regional Workforce)
- 5.B (Dynamic Economy: Community Vitality)
- 6.A (Operational Excellence: Customer Experience)
- 6.B (Operational Excellence: County Workforce)
- 6.D (Operational Excellence: Continuous Improvement)

Submitted by:

Randy Morris, Human Services Director

Recommended by:

Carlos J. Palacios, County Administrative Officer

Attachments:

- a 2022-23 Proposed Budget
- b 2022-23 Supplemental Budget
- c 2022-23 Line Item Detail
- d 2022-23 Fixed Assets
- e 2022-23 Continuing Agreements List, Pages 97-101, 113
- f 2022-23 Unified Fee Schedule, Pages 164-166



**County of Santa Cruz Board of Supervisors
Agenda Item Submittal**

From: Human Services Department: Administration Services Division
(831) 454-4130

Subject: CORE Final Award Recommendations

Meeting Date: June 28, 2022

Recommended Action(s):

- 1) Approve Fiscal Year (FY) 2022-23 Collective of Results and Evidence-based (CORE) Investments Request for Proposals (RFP) final recommended awards in Attachment 1, which include proposed adjustments to those outlined to the Board on June 7, 2022 and delegate authority to the Human Services Department to execute agreements of all final recommended awards prior to September 30, 2022;
- 2) Approve three months of transition funding for all FY 2021-22 CORE programs that applied for and are not recommended for funding in FY 2022-23, delegate authority to the Human Services Department to execute the agreements, and authorize the Auditor-Controller to pay the full three-month transition contract award amounts prior to the agreements being finalized;
- 3) Authorize the Auditor-Controller's Office to pay a one-time cash advance invoice of one-quarter of the full contract amount on each FY 2022-23 CORE Investments agreement as allowed in the County Policy & Procedure Manual, Title 1, Section 300.A, prior to recommended award agreements being finalized; and
- 4) Direct the Human Services Department to return on or before December 13, 2022, with an update on the three-month transition funding, the newly established contracts and performance tracking mechanisms, efforts to explore other funding sources for current CORE funded agencies not being recommended for award, and progress on the lessons learned review of the RFP process.

Executive Summary

The Collective of Results and Evidence-based (CORE) Investments is both a funding model and a movement designed to improve the health and well-being of county residents. The Human Services Department (HSD), in partnership with the City of Santa Cruz which shares in the funding of CORE programs, requests the Board of Supervisors approve the expanded list of recommended awards from the CORE RFP, consider a new recommendation to fund a three-month transition for all current CORE agencies not being recommended for award, delegate authority to the HSD Director to execute agreements as directed, and return to the Board with a report of agreements executed, and by December return with an update for the Board on the status of all activities

related to CORE.

Background

In 2015, the Board of Supervisors approved a phased-in approach to transition from the historical Community Programs funding model to a results-based collective impact model. After extensive research, and in collaboration with a wide variety of stakeholders from multiple sectors, the Human Services Department (HSD) Community Programs funding process was transformed into a new model named the Collective of Results and Evidence-based (CORE) Investments. From the beginning, there was an acknowledgment that the CORE Investments model would evolve over time. The evolution of the CORE program, including the development of this RFP, has been community informed, Board and City Council approved, and staff implemented.

The CORE contracts will continue to be based on Results Based Accountability principals and will ask agencies to provide data in three areas: How Much, How Well and Is Anyone Better Off. Contractors will be asked to collect and report on disaggregated demographic data for the people they serve, including zip code, ethnicity, gender, and age information. HSD will provide all CORE contractors a demographics questionnaire form that can be used to collect the required information. If organizations need assistance collecting the information, HSD can aid with developing data collection methods. The specific tracking will facilitate the ability to monitor contracts and track services and population-specific outcomes over time.

On June 7, 2022, HSD presented a list of programs recommended for CORE funding, as well as the process that was followed to implement the RFP, the opportunity to appeal, and analysis of the recommended awards. The Board of Supervisors and Santa Cruz City Council voted to approve the recommended awards for the CORE Investments funding. The Board of Supervisors voted to remove one (1) recommended grantee, the Harm Reduction Coalition of Santa Cruz County (HRC) from the list of recommended awards, and directed staff to return on June 28, 2022, with alternatives for repurposing the funding. The Board also directed staff to return with information regarding the expected outcomes for the recommended grantees to serve the intended communities throughout the county.

Analysis

The latest evolution of CORE as a framework strives for equitable health and well-being for Santa Cruz County residents across the eight CORE conditions through investing in programs, practices, policies and transformational system changes. The framework of the RFP resulting in the recommended awards varied from the structure of the RFP from the previous cycle of CORE awards, and yielded a different group of recommended grantees from current grantees. The County and City have received several detailed questions and comments about the process, communication, timelines and feedback about options that should be considered for the current CORE funding or for future RFPs. The information below addresses some of these inquiries and provides recommendations for final CORE awards and next steps.

Communication with applicants

In recognition of the interest surrounding the award recommendations, the questions

and comments made during the public hearings, and the impacts of the constrained timeline due to the COVID omicron variant, below is a summary of the communication with CORE applicants leading up to and following the announcement of recommended awards.

- May 20, 2022 Email was sent to all applicants informing them that the recommended awards would be reviewed at the June 7, 2022 Board of Supervisors and Santa Cruz City Council Meetings.
- June 2, 2022 Email was sent to all CORE applicants informing them that the public meeting materials were published and informing them that individual award recommendations would be sent the morning of June 7, 2022, triggering the three-day appeal timeline as described in the RFP. Links to the City and County meeting materials were embedded in the email.
- June 7, 2022 Email was sent to each program applicant notifying them of whether they were recommended for an award or not, their score, and information on how to appeal according to the RFP.
- Following questions during the public hearing, a second email was sent to all CORE applicants clarifying their ability to request more information regarding their score and how they could request it. Scoring summary sheets were provided to each organization that requested additional information regarding their score.
- June 9, 2022 Starting June 9, and continuing as needed, rater comments were provided to organizations that requested additional information regarding their score, with the first sets of comments provided to those who explicitly asked for more after receipt of the scoring summary.
- After providing the scoring summary, HSD received a handful of follow up requests from some organizations asking for more details, ranging from review panelists written comments, to individual rater names and scores. It is not standard procurement practice to provide additional information to applicants prior to awards and contracts being finalized. Following careful deliberation that weighed standard practice with the unique context of CORE, HSD decided to release the aggregate comments for each program application, broken down by section.

Appeals

Nineteen organizations submitted an appeal. The General Services Department (GSD) reviewed and analyzed each appeal. A summary of the analysis done by GSD can be seen in Attachment 2. Of the 19 appeals filed, there were 73 specific items, of which 30 were deemed statements or protests. Forty-three items were considered appeals within the RFP parameters and 42 were denied with one partially substantiated. The appeals

process did not result in any change to the list of recommended awards presented on June 7, 2022.

Considerations for reallocating funds within the parameters of the RFP

After careful consideration, HSD recommends the Board approve two additional related recommended actions that work within the parameters of the RFP and respond to feedback from the community in order to 1) fund additional proposals that address the needs of highly vulnerable populations and 2) provide limited transitional funding for those organizations who were not awarded continued funding in this CORE RFP cycle.

Staff Recommendation One

The first recommended action is to maximize the use of all available CORE funds to fund additional proposals across the Medium and Large Tiers, in ranked order of scores. Specifically, staff are recommending funding the next highest Large Tier application as well the next four highest Medium Tier applications. This can be achieved by:

- a. Reduce all contracts recommended for award in the medium, large, and targeted impact tiers by a full 10% as allowed per the RFP instructions (vs previous proposal of 3% reduction). This action will allow for the re-allocation of \$402,260, of which \$318,872 are County funds and \$83,388 are City funds; and
- b. Utilize funding from the recommended award for the HRC of \$144,481 that the Board directed staff to not fund. This full funding requires action by the Santa Cruz City Council as well, who deferred the decision of not funding this agency to their June 28th Council meeting.

These changes provide \$513,226 that can be awarded to additional agencies and programs as follows:

Large-Tier:

- Senior Network Services, Inc. – Aging in Community (\$135,001) to provide one-stop holistic services to help Santa Cruz County seniors to continue living independently.

Medium Tier:

- Big Brothers Big Sisters of Santa Cruz County (\$90,000) for a mentoring program that creates and supports life changing relationships for youth facing challenges due to societal and community inequities.
- Family Service Agency of the Central Coast – Suicide Prevention Service of the Central Coast (\$42,525) which provides a 24-hour suicide crisis line with solutions to people of all ages who are contemplating suicide or engaged in suicidal behavior.
- Santa Cruz Community Ventures – Alas Program (\$134,100) The program provides financial assistance and coaching to Latino families to build community, self-determination, and financial wellbeing.
- Santa Cruz Lesbian Gay and Community Center – Diversity Center Health and

Wellbeing Initiative (\$111,600) to provide mental health counseling and referral to care for the LGBTQ+ community, with specific support for youth and LatinX populations.

Though this action requires a further reduction to grant sizes for agencies in the medium, large, and targeted impact tiers; these agencies are either new who will be ramping up their services, or existing, who with some exceptions are receiving larger grants than their current awards. Therefore, this action will only lead to a smaller expansion of continuing programs, as well as trim the size of new programs starting up.

Staff Recommendation Two:

The second staff recommendation is to provide three months of transition funding for FY 2021-22 CORE programs that applied for and are not recommended for funding in FY 2022-23. This action would require approximately \$500,000 in additional funds to be shared by the County and City. Attachment 3 details the initial list of agencies and related programs that would be eligible for the transition funding, however, HSD will work closely with all current CORE funded agencies that applied for a continuation of their program to ensure that all eligible agencies receive this bridge funding. Once the final details are determined, HSD will return to the Board, as well as with City staff to the City Council, with a complete list of each agency provided this three-month extension.

Staff recommend this action due to the unprecedented confluence of two variables. First, for 35 years, the same agencies under the Community Programs funding model sustained funding each fiscal year. The first ever RFP five years ago under the CORE model led to modest change in agencies receiving funding. Second, the COVID Omicron Variant pushed the timeline of this RFP forward to the point where these recommended actions are happening at the very end of the current Fiscal Year, leaving little time for currently funded agencies to adjust their staffing, and to work with clients served by their program. The proposed transition funding will allow those agencies more time to adjust their budgets and programs.

Additional future funding options for current CORE funded agencies not recommended for award

The Human Services Department also recognizes the important work of community partners, and that sufficient local government funding will always be a challenge. In the coming year, HSD is committed to partnering with the Health Services Agency, other County departments, and other jurisdictions to explore potential other funding opportunities to support the work of Community Based Organizations not recommended for CORE funding.

City-County Coordination

The County and the City staff have continued to coordinate in this effort to finalize the CORE award recommendations, and options for addressing some of the feedback received following the June 7th public meetings. The staff will continue to coordinate to ensure County and City funds are applied as directed and will return in December with a comprehensive report on the status of the actions taken following the direction provided today.

Next Steps

Final Awards

Following final funding decisions, staff will work with agencies approved for three-month transition funding who will not be awarded a new contract, as well as agencies approved for new contracts.

For agencies receiving a three-month transition grant, if approved by the Board, HSD will work to extend current agreements for three months.

For agencies approved for new contracts, staff will create scopes of work per mutual agreement of the vendor and funder. Once approved by the Board and the City Council, staff will negotiate three-year contract agreements with recommended awardees. If authorized by the Board, HSD will issue a three-month advance payment for new awardees while contracts are being finalized consistent with County Policy and Procedures Section 330.A.

Financial Impact

CORE Investments supports non-profit organizations and local public agencies that support improving conditions of well-being for community member experiencing the greatest challenges and barriers in the County. The awards are funded through County and City General Funds. Award of funds for the next contracting cycle will be contingent upon the Board's approval of these funds in the FY 2022-23 budget during Last Day Budget hearings and the City of Cruz Council's approval of the final recommended CORE award amounts.

The FY 2022-23 CORE Proposed Budget including the City of Santa Cruz funding of \$1,080,000 is \$5,953,900, of which \$74,900 is carryover funding that the Board previously approved to be distributed in three (3) equal amounts per year.

Approximately \$500,000 will be necessary to provide three months of transition funding for FY 2021-22 CORE programs that applied for and are not recommended for funding in FY 2022-23. If necessary, HSD will return to the Board once the transition funding amount is determined.

Strategic Plan Element(s)

The CORE awards will affect several areas of the County's Strategic Plan including Comprehensive Health & Safety, Attainable Housing, Sustainable Environment and Dynamic Economy.

Submitted by:

Randy Morris, Human Services Director

Recommended by:

Carlos J. Palacios, County Administrative Officer

Attachments:

- a Recommended Awards Alphabetical by Agency - Attachment 1
- b CORE Appeal Determinations - Attachment 2
- c CORE Recommended Bridge Funding - Attachment 3 & 3.a



**County of Santa Cruz Board of Supervisors
Agenda Item Submittal**

From: Health Services Agency: Public Health Division
(831) 454-4000

Subject: Amendment to Participation Agreement with Santa Cruz Health Information Organization

Meeting Date: June 28, 2022

Recommended Action:

Approve an amendment to the Health Services Agency's Participation Agreement, Contract No. 22H0108, with Santa Cruz Health Information Organization to include exchange of additional types of patient data, including housing information, and to add the Human Services Department as a party to the Participation Agreement, and authorize the Directors of the Health Services Agency and Human Services Department, or their designees, to sign.

Executive Summary

The Health Services Agency (HSA) requests Board approval to amend an ongoing agreement that will permit the Human Services Department (HSD) to participate in the regional Health Information Exchange (HIE), known as Santa Cruz Health Information Organization (SCHIO), via the HSA agreement with SCHIO. The amendment is to the Participation Agreement between HSA and SCHIO.

Background

Whole Person Care - Cruz To Health (WPC-C2H) was the Santa Cruz County Whole Person Care (WPC) pilot project funded by the Department of Health Care Services (DHCS) under California's Medi-Cal 2020 waiver to improve care coordination. As part of the WPC pilot, DHCS required counties to support data sharing across sectors and to use national standards and common data elements. To further this goal, on December 10, 2019, and August 18, 2020, the Board approved HSA contract amendments with SCHIO, Contract No. H0151, to develop an information sharing ecosystem called Together We Care (TWC). WPC-C2H intended the TWC ecosystem to include social services related data, such as Housing Management Information System (HMIS) data from HSD.

The WPC-C2H pilot ended on December 31, 2021 and transitioned many services under the new California Advancing and Innovating Medi-Cal (CalAIM) initiative, as detailed a status update to the Board on February 15, 2021, summarizing the WPC-C2H 2021 annual report. DHCS intends the CalAIM new Enhanced Care Management (ECM) and Community Supports benefits to build upon lessons learned, best practices, services, and extensive infrastructure created by WPC pilots across the state. CalAIM centers on a population health, person-centered approach that addresses social determinants of health (SDOH), health disparities, and health inequities. To achieve the

ambitious new goals of CalAIM to transform Medi-Cal, data sharing infrastructure developed in TWC through SCHIO are required technology elements in Santa Cruz County.

System Overview

SCHIO connects over 100 organizations, aggregating clinical data, data exchange processes, alerting functionality, and reporting from many health-related resources in the county, including primary care providers, federally qualified health centers, community clinics and service providers, imaging centers, labs, and mental health and substance use providers.

SCHIO hosts three data sharing technologies: the HIE, Activate Care, and Unite Us. Collectively, the ecosystem is referred to as Together We Care (TWC). After a Request for Proposal (RFP) process in 2019, Activate Care was selected to provide case management functionality within the community. Activate Care went live in 2020. Unite Us was selected to serve as the community's closed loop referral network, with the Health Improvement Partnership of Santa Cruz County (HIP) leading the network implementation. Three other notable systems in the County are: Clarity, the Homeless Management Information System (HMIS); Epic, the electronic health record (EHR) for HSA's clinics in the County; and Avatar, the EHR for the County's behavioral health clinics. Additionally, other non-county clinics and hospitals have their own EHRs that integrate into SCHIO.

Analysis

TWC is a SCHIO program that received significant WPC-C2H funding to establish governance, select and implement technology tools, and develop policies and procedures. The vision for TWC was to establish a community information exchange (CIE): an ecosystem comprised of multidisciplinary network partners that use a shared language, a resource database, and an integrated technology platform to deliver enhanced community care planning. While work continues to realize this vision, there is a short-term need to support the transition of WPC-C2H services to CalAIM through the requested approval of and authorization to enter into agreements.

Currently, the County HSA has an executed Participation Agreement (PA) and Business Associate Agreement (BAA) with SCHIO. This standard PA authorizes the exchange of clinical data with SCHIO and its participants (like the County) for treatment, payment, and operations purposes. The PA covers integrated behavioral health data from County clinics (from the Epic EHR system) and specialty mental health data (from the Avatar EHR system and a limited amount through the SCHIO transcription service). Substance use disorder data from County behavioral health clinics (also from the Avatar EHR system) is not included.

The County is now working to enable data sharing post-WPC-C2H in support of program goals for the roll-out of CalAIM. For HSD, those goals include allowing Housing for Health case managers to access data at the client level via Activate Care, bidirectional data exchange with HMIS, and advanced analytics. To meet CalAIM requirements, Santa Cruz County must complete the integration that will permit the exchange of selected information from the County's HMIS, including vulnerability

assessment scores and housing program enrollment and status. This data is currently managed by the County HSD. Currently, however, there is no mechanism for HSD to send HMIS data to Activate Care via SCHIO since the existing PA is only between HSA and SCHIO.

Therefore, HSA requests approval of an amendment to its existing PA with SCHIO to add HSD's housing data to the information permitted to be exchanged across the SCHIO network. The amendment allows HSD to only allow an exchange of housing data to SCHIO, but does not allow HSD to access information stored on the SCHIO network until HSD and SCHIO enter into an agreement to safeguard protected health information and social services information including the permissible uses and disclosures of said information. Board approval of this recommended action is needed for successful, timely CalAIM implementation in Santa Cruz County.

Financial Impact

The recommended action has no financial impact.

Strategic Plan Elements

This item supports the following County Strategic Plan Elements:

- 1.A. Comprehensive Health & Safety: Health Equity
- 1.B. Comprehensive Health & Safety: Community Support
- 6.C. Operational Excellence: County Infrastructure

Submitted by:

Monica Morales, Director, Health Services Agency, Randy Morris, Human Services Director

Recommended by:

Carlos J. Palacios, County Administrative Officer

Attachments:

- a Amendment 22H0108 Santa Cruz Health Information Organization
- b ADM 29 22H0108



**County of Santa Cruz Board of Supervisors
Agenda Item Submittal**

From: Human Services Department: Administration Services Division
(831) 454-4130

Subject: Accept Project Homekey Award Funding for Veteran's Village
Meeting Date: June 28, 2022

Recommended Action(s):

1. Authorize the Human Services Department to sign required Project Homekey standard agreements in partnership with Project Homekey Veterans Village co-applicants, the Santa Cruz County Veterans Memorial Building Board of Trustees and Front Street Administrative Services, LLC, with review and approval from County Counsel;
2. Authorize the Human Services Department to sign upon review and approval from County Counsel, a Memorandum of Understanding between the County of Santa Cruz, the Santa Cruz County Veterans Memorial Building Board of Trustees, and Front Street Administrative Services, LLC that outlines the mutual roles and responsibilities of the parties involved in implementing the Project Homekey Veterans Village Project in accordance with California Project Homekey funding program regulations; and
3. Direct the Human Services Department to report back on the status of the Veterans Village Homekey project and associated agreements for the project at its regular six-month report on the implementation of the Housing for a Healthy Santa Cruz Framework on or before August 9, 2022.

Executive Summary

At its January 25, 2022 meeting, the Board authorized the Human Services Department to submit a joint application, if certain conditions were met, with the Santa Cruz County Veterans Memorial Building Board of Trustees, for an award up to \$10 million in California Housing and Community Development Project Homekey funds for a Veterans' Village permanent affordable supportive housing project located at 8705 Highway 9, Ben Lomond, CA 95005. The co-applicant partners met the preliminary conditions outlined in the January 25, 2022 Board authorization, submitted a funding application, and received a formal public announcement of an award of up to \$6,425,000 in Homekey funds on April 27, 2022. Board action is required to execute the necessary partnership and contractual agreements to receive the funding and begin execution of the proposed Homekey project.

Background

On September 9, 2021, HCD announced a Notice of Funding Availability of approximately \$1.45 billion in Homekey funding to sustain and rapidly expand the inventory of housing for people experiencing homelessness or at risk of homelessness.

Homekey is an opportunity for state, regional, and local public entities to develop a broad range of housing types, such as, hotels, motels, hostels, single-family homes and multifamily apartments, adult residential facilities, and manufactured housing and to cover conversion of commercial properties and other existing buildings to interim or permanent housing for the target population.

As of the end of March 2022, officials from the California Housing and Community Development Department reported receiving more than \$2.2 billion worth of Project Homekey funding requests for the approximately \$1.45 billion in available funding. Santa Cruz County submitted four applications during this second round of Project Homekey funding, requesting up to \$53.6M for the creation of up to 155 new permanent supportive housing units in the County. The Veterans Village Project is the first Santa Cruz County project to receive formal notification of a Project Homekey award. Other potential awards are still pending.

The Veterans Village project involves the acquisition, rehabilitation, and conversion of a resort style motel into permanent affordable supportive rental housing for veterans with disabilities and long histories of homelessness. The current site includes ten rental cabins and a four bedroom, three-bathroom single family home. The development team proposed adding up to 9 additional rental units on the property for a total of 20 rental units to provide housing for an estimated 20-24 tenants. Most of the rental units will be studios and one-bedroom units.

Front St., Inc. will provide property management and supportive services to tenants along with staff from the Santa Cruz County Veterans Memorial Building Board of Trustees. The proposal also includes Veteran's Administration (VA) housing subsidies and supportive services for tenants. The approved Homekey award for the project includes \$6,225,000 in capital funds and \$200,000 in operating funds for a total award of \$6,425,000.

Analysis

Project Homekey provides a unique opportunity for the County of Santa Cruz and qualified partners to acquire and develop properties for use as permanent supportive or for households experiencing homelessness. The Veterans' Village project will add 20 units of permanent affordable and supportive housing for veterans and their families with histories of homelessness and housing instability. The execution of this project will help the County meet its Regional Housing Needs Allocation (RHNA) very low-income housing unit goals by adding 20 units to its project pipeline. The project is being financed with private sector financing and donations secured by the Santa Cruz County Veterans Memorial Building Board of Trustees and the award of Project Homekey funding.

County staff have supported the project through allocations of staff time and expertise to pre-development activities, the project application, and planned ongoing support for project implementation. These costs are included in the County's current and planned annual budgets for this and next fiscal year.

California Housing and Community Development staff will provide a finalized set of Homekey standardized agreements for execution among project partners, likely during

the July Board recess. Templates from the Project Homekey website are attached as reference but will need to be completed with information pertaining to the Veteran's Village project. The Human Services Department is seeking authorization to execute these final agreements during the recess, pending County Counsel review and approval of the agreements.

According to Project Homekey guidelines, grant funds must be either deposited with an escrow company licensed to do business in the State of California and in good standing or the County deposit the Grant funds in an interest-bearing checking or savings account insured by the federal or state government. All interest earned from the deposit of Grant funds shall be used for eligible Program activities. HSD is currently exploring options that would allow for the funds to be managed in accordance with these expectations.

Final terms of the MOU among the project partners are still being negotiated. The Human Services Department is seeking authority to execute a final MOU agreement with project partners during the July board recess pending County Counsel review and approval.

By approving the execution of the Project Homekey standard agreements and Memorandum of Understanding (MOU) with project partners, the County takes responsibility for supporting project partners in implementing the proposed project according to the project application and terms outlined in the standard agreements and MOU. Final copies of executed agreements will be presented to the Board as part of the next Housing for a Healthy Santa Cruz Framework update scheduled for August 9, 2022.

Financial Impact

Grant funding of \$6,425,000 is provided by the California Housing and Community Development Agency. Execution of the Project Homekey standard agreements and MOU will not increase net county costs. County staff time and additional budgeted resources will be necessary to ensure the timely completion and execution of the Veterans Village project in alignment with the approved agreements.

Strategic Plan Element(s)

The recommended actions address the following Strategic Plan elements related to housing and homelessness by increasing the number of affordable permanent supportive housing units in the County.

Attainable Housing, goal A(ii): Affordable Housing - Pursue local and state funding to support affordable housing projects and rental assistance;

Attainable Housing, Goal D: Homelessness - Expand services to reduce homelessness and increase housing stability.

Submitted by:

Randy Morris, Human Services Director

Recommended by:

Carlos J. Palacios, County Administrative Officer

Attachments:

- a Homekey Exhibits



County of Santa Cruz

HUMAN SERVICES COMMISSION

(831) 454-4130 or 454-4088

FAX (831) 454-4642

1000 Emeline Avenue, Santa Cruz, CA 95060

www.santacruzhumanservices.org www.workforcescc.com

Draft

Meeting Minutes

DATE: March 16, 2022
TIME: 8:30 a.m. – 10:30 a.m.
PLACE: Virtual Meeting via Microsoft Teams

Commissioners Present: Emily Hanson (1st District); Lisa Smith (1st District); Martina Shayn O’Sullivan (2nd District); Danny Keith (2nd District); Monica Martinez (3rd District); Betsy Clark (3rd District); Stoney Brook (4th District); Denise Hitzeman (5th District).

Commissioners Excused: None

Commissioners Unexcused: Felipe Hernandez (4th District)

Commission Seats Vacant: None

Staff Present: Randy Morris, HSD Director; Micki Coca Buss, Administrative Services Manager, and Jackie West, Executive Secretary, Dr. Robert Ratner, Housing for Health Division Director.

Guests: none

- Approval of Minutes (Action): The Commission approved January 19, 2022, meeting minutes. (O’Sullivan / Clark)
AYES: Hanson, Smith, Keith, O’Sullivan, Martinez, Clark, Brook, Hitzeman
NOES: None
ABSTAIN: Anderson-Ochoa
ABSENT: Hernandez

2. AB 361 Findings (Action): The Commission approved to keep meeting virtually.
(Keith/Hanson)
 AYES: Hanson, Smith, Keith, O’Sullivan, Martinez, Clark, Brook, Hitzeman,
 Anderson-Ochoa
 NOES: None
 ABSTAIN: None

 ABSENT: Hernandez
3. Bylaws Review (Action): The Commission approved to review the current Bylaws at the
 May 18, 2022, meeting.
 (Martinez, Anderson-Ochoa)
 AYES: Hanson, Smith, Keith, O’Sullivan, Martinez, Clark, Brook, Anderson-Ochoa,
 Hitzeman
 NOES: None
 ABSTAIN: None
 ABSENT: Hernandez
4. Review and Approve 2021 Human Services Commission Work Plan (Action)
 Item continued to the May 18, 2022, meeting.

The meeting was adjourned at 10:34a.m.



County of Santa Cruz

HUMAN SERVICES COMMISSION

(831) 454-4130 or 454-4088

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Draft

Meeting Minutes

DATE: May 18, 2022

TIME: 8:30 a.m. – 10:30 a.m.

PLACE: Virtual Meeting via Microsoft Teams

Commissioners Present: Monica Martinez (3rd District); Felipe Hernandez (4th District); Denise Hitzeman (5th District)

Commissioners Excused: Emily Hanson (1st District); Lisa Smith (1st District); Martina Shayn O’Sullivan (2nd District); Danny Keith (2nd District)); Betsy Clark (3rd District); Stoney Brook (4th District)

Commissioners Unexcused: None

Commission Seats Vacant: None

Staff Present: Randy Morris, HSD Director; Micki Coca Buss, Administrative Services Manager, Jackie West, Executive Secretary, and Jamie Murray, Child Support Services Director

Guests: none

1. The meeting was cancelled due to lack of commission member quorum.



County of Santa Cruz
HUMAN SERVICES COMMISSION

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**SANTA CRUZ COUNTY HUMAN SERVICES COMMISSION'S
FINDINGS PURSUANT TO ASSEMBLY BILL 361 AUTHORIZING TELECONFERENCE MEETINGS AS A RESULT OF
THE CONTINUING COVID-19 PANDEMIC STATE OF EMERGENCY AND HEALTH OFFICER RECOMMENDATION
FOR SOCIAL DISTANCING**

WHEREAS, THIS HUMAN SERVICES COMMISSION is a legislative body under the Brown Act as defined under Cal. Gov. Code section 54952(b) and Santa Cruz County Code Section 2.38.110; and

WHEREAS, on September 16, 2021, Governor Newsom signed Assembly Bill 361 ("AB 361"), urgency legislation effective immediately, that amended Government Code section 54953 to permit legislative bodies subject to the Brown Act to continue to meet under modified teleconferencing rules provided that they comply with specific requirements set forth in the statute; and,

WHEREAS, pursuant to AB 361 and Cal. Gov. Code section 54953(e)(1)(A), a legislative body may meet under the modified teleconferencing rules during a proclaimed state of emergency, and where local officials have imposed or recommended measures to promote social distancing; and

WHEREAS, on March 4, 2020, Governor Newsom issued a Proclamation of State of Emergency in response to the COVID-19 pandemic, and which remains in effect; and

WHEREAS, on September 30, 2021, Santa Cruz County Public Health Officer Dr. Gail Newel strongly recommended that legislative bodies in Santa Cruz County continue to engage in physical/social distancing by meeting via teleconference as allowed by AB 361 and confirmed that she will regularly review and reconsider this recommendation and notify the public when it is no longer recommended; and

WHEREAS, pursuant to AB 361 and Cal. Gov. Code section 54953(e)(3), within 30 days of the date the legislative body first holding a teleconferenced meeting under the modified rules, and every 30 days thereafter, a legislative body can continue to hold such teleconference meetings provided it has reconsidered the circumstances of the state of emergency and determined either that the state of emergency continues to directly impact the ability of the members to meet safely in person or that local officials continue to recommend measures to promote social distancing; and

WHEREAS, on March 16, 2022, this Human Services Commission held its teleconference meeting under AB 361; and

WHEREAS, this Human Services Commission has reconsidered the circumstances of the current state of emergency and finds that the COVID-19 pandemic continues to directly impact the ability of members of the public to participate safely in person and further finds that the Santa Cruz County Public Health Officer continues to recommend measures to promote social distancing; and

WHEREAS, in the interest of public health and safety, and due to the emergency caused by the spread of COVID-19, the Human Services Commission deems it necessary to utilize the modified teleconferencing rules set forth in AB 361;

NOW, THEREFORE, the Human Services Commission makes the following findings by a majority vote:

Section 1. The foregoing recitals are true and correct, and adopted as findings of the Human Services Commission.

Section 2. Effective immediately, and for the next 30 days, the Human Services Commission will meet via teleconference as authorized under AB 361 and Government Code section 54953(e)(3).

Section 3. No later than thirty (30) days from making today's findings, or at the next scheduled meeting, the Commission will reconsider the circumstances of the COVID-19 state of emergency and, if necessary, adopt subsequent findings to continue holding teleconference meetings in accordance with Government Code section 54953(e)(3).

PASSED AND ADOPTED by the Human Services Commission in Santa Cruz, State of California, this 16th day of March 2022, by the following vote:

AYES: Hanson, Smith, Keith, Shayn O'Sullivan, Martinez, Clark, Brook, Anderson-Ochoa, Hitzeman
 NOES: None
 ABSENT: Hernandez
 ABSTAIN: None

ATTEST: Micki Coca Buss
 Department Staff

Denise Hitzeman
 Chair, Human Services Commission

Approved as to Form:

Office of the County Counsel

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County of Santa Cruz

HUMAN SERVICES DEPARTMENT

CHAPTER I IN GENERAL

In accordance with Section 17000 of the Welfare and Institution Code, the County of Santa Cruz, hereinafter referred to as County, adopts these General Assistance regulations effective for implementation on and after October 1, 1982. These regulations are promulgated so as to comply with all applicable Federal, State and local laws, regulations, guidelines, bulletins. These regulations shall be governed and construed in accordance with the laws of the United States, and State of California, and County of Santa Cruz.

The County Human Services Department hereinafter referred to as Human Services shall be responsible for the administration of the General Assistance program in accordance with the provisions set forth in these regulations.

End Section

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CHAPTER II COUNTY RESPONSIBILITY

A. *In General*

Section 17000 of the Welfare and Institutions Code provides that every County is responsible for providing relief and support for all incompetent, poor, indigent persons, and those incapacitated by age, disease, or accident who are lawfully resident there, when such persons are not supported and relieved by their relatives and friends, by their own means, or by state hospitals or other private institutions.

B. *Administration of General Assistance*

General Assistance is administered by the Santa Cruz Human Services Department under authority of the County Board of Supervisors and pursuant to Part 5, W & I Code. General Assistance shall be administered promptly and humanely, with due regard for the preservation of family life. General Assistance shall be so administered as to encourage self-respect, self-reliance, and the desire to be a productive citizen. Further, it is the responsibility of all who are concerned with the administration of General Assistance to do so with courtesy, consideration, and respect toward applicants and recipients and without attempting to elicit any information not necessary to carry out the provisions of these regulations. The provisions of the law relating to General Assistance are to be construed to affect the stated objects and purposes of the program.

C. *Duty to Plan for Self-Sufficiency of Applicants/Recipients*

It is the joint responsibility of Human Services and the applicant(s) or recipient(s) to develop a plan of rehabilitation and support to the end that the applicant(s)/recipient(s) shall become self-sufficient and independent of further assistance.

D. *Emergency Exception to Limitations*

In emergency and unusual circumstances, exceptions may be made by the Director or his/her designated representative to the limitations provided in these regulations.

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E. Form of Aid

Aid may be granted in a monthly cash payment via warrant, direct deposit, Electronic Benefit Transfer (EBT), vendor payment (a payment paid to a provider of an item of need) or 2 party check. Aid may also be granted via in-kind services. Human Services may use more than one form of aid for any individual recipient.

Benefits issued via EBT will be in accordance with the California Department of Social Services Manual of Policies and Procedures (MPP) Division 16.

F. Confidentiality

General Assistance records are confidential. Names, addresses, and all information concerning the circumstances of any persons from whom or about whom information is obtained is confidential. Records are not open to examination or inspection except by the Grand Jury or by the Board of Supervisors of Santa Cruz County as a whole in their official capacity and not as individual members, or by an officer of the State or of Santa Cruz County charged with the supervision, direction and enforcement of General Assistance policies, or by the individual recipient or applicant or by his/her authorized representative.

G. Destruction of Case Records

The Board of Supervisors may authorize the destruction by Human Services of the case history, or any part thereof, of any recipient of General Assistance who has not received aid from the County of Santa Cruz for more than four years.

H. Delegation of Authority to Administer Oaths

The Human Services Director may designate persons as his/her representative to take such affidavits and administer such oaths as are required under the General Assistance Program.

END SECTION

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CHAPTER III PROCEDURES FOR APPLICATION AND DETERMINATION OF ELIGIBILITY

A. In General

Any person has the right to apply for General Assistance, and Human Services is required to process all applications for assistance. It is the responsibility of the applicant or recipient of General Assistance to apply for, to actively pursue, and to accept all potentially available income and resources. Failure to apply for, to actively pursue, or to accept such income or resources after being informed by Human Services of the applicant's or recipient's apparent eligibility for such other income or resources shall render the applicant or recipient ineligible for General Assistance.

All persons other than dependent minor children who are members of applicant or recipient households must file a complete application for General Assistance. Parents of minor children shall apply on behalf of their children.

B. Determination of Eligibility

Human Services will conduct a prompt, complete, and careful investigation of the needs and resources and will make a determination of eligibility of each applicant within 45 days of the date of application. The eligibility determination process for all applicants shall include an in-office interview by Benefits Representative prior to the granting of assistance, other than emergency assistance.

C. Eligibility Redetermination

Human Services will conduct an annual redetermination of each active case which may include a home visit.

D. HUMAN SERVICES Responsibility

1. Human Services is responsible for assisting the applicant or recipient when he/she is unable to provide necessary information. Human Services shall inform the applicant or recipient what information is required and why it is needed. If Human Services must obtain verification for the applicant or recipient from another source, the applicant or recipient must provide written consent for the release of information to Human Services. The written consent document must clearly state its

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purpose, the specific information requested, and the individual or agency to contact for the information.

2. Human Services is responsible for giving to each applicant and recipient a clear and thorough explanation of the General Assistance program and of the individual's rights and responsibilities. Such explanations will be given both verbally and in writing, at intake and at any other time determined to be necessary by Human Services. The General Assistance Regulations will be available upon request to all applicants and recipients as well as other interested persons. A sign will be displayed in a visible place in the waiting room at the General Assistance offices informing people of their right to review all such regulations. Further, this sign will inform all applicants and recipients of their rights to know any and all regulations which are the grounds for specific actions taken by the County relating to General Assistance.

E. Applicant and Recipient Responsibility

1. Reporting Responsibilities

The applicant or recipient is the primary source of information. It is his/her responsibility to provide, insofar as possible, within his/her capability, all necessary information to establish eligibility.

a) Request for information/verification

Information necessary to establish or continue eligibility shall be listed on the appropriate approved form (WEL 4048) or appropriate form letter and ten (10) days shall be given for the requested information/verification to be submitted to the agency. If the information/verification is not received by the agency within ten (10) days, a denial or discontinuance notice of action will be sent to the applicant/recipient. Information provided to the Human Services Department may be verified *ex parte* (e.g. vehicle registration, UIB, SDI and ownership of real property in Santa Cruz County).

- (1) On pending cases, the verification shall be accepted by the agency and the proposed denial action will be rescinded if received after ten (10) days but prior to thirty (30) days of the date of request.
- (2) On active cases, the verification received or postmarked by the 1st working day after the end of the month of the request shall be accepted, and any proposed or implemented action to discontinue will be rescinded.

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(3) Failure to provide necessary information and verification shall render the applicant or recipient ineligible for General Assistance.

- (a) An applicant or recipient of General Assistance is required to report any income or changes in circumstances to the General Assistance Unit within ten (10) days of receipt or of the change.
- (b) Each household shall file a monthly eligibility report (CW7) with income and changed circumstances by the fifth working day of the month.

2. Noncompliance with Reporting Responsibilities

When it comes to the attention of Human Services that an applicant or recipient has failed to report changes in income or circumstances to the General Assistance Unit within ten (10) calendar days of the change or has willfully provided misinformation to the General Assistance Unit, Human Services shall take appropriate action as follows.

- a) Failure to report changes in income and circumstances within ten (10) calendar days of change without good cause shall be a basis for denial or discontinuance of assistance.
- b) The willful provision of misinformation to the General Assistance Unit shall be a basis for denial or discontinuance of assistance.
- c) No new financial assistance shall be granted from the effective date of denial/discontinuance for the sanction period set forth in Chapter III, E, 3.

3. Sanction Period for Noncompliance with Reporting Responsibilities

For noncompliance with reporting responsibilities without good cause, a recipient and the General Assistance household of such a recipient shall be sanctioned from receiving General Assistance for the period described below:

- a) First incident of noncompliance, 1 month.
- b) Second incident of noncompliance, 3 months.
- c) Third and subsequent incidents of noncompliance, 6 months each.

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d) Good cause for failure to report receipt of income and changes in income or circumstances to the General Assistance Unit within ten (10) calendar days of the change exists when:

- (1) The individual was verifiably ill.
- (2) The individual is able to verify that due to circumstances beyond his/her control he/she was unable to report a change within the required ten (10) day period.

For active cases, a sanction begins the first of the following month.

4. Promptness

When an applicant or recipient is more than 15 minutes late for a scheduled appointment, the applicant/recipient is responsible for re-scheduling the appointment. If the applicant/recipient fails to reschedule the appointment within 30 days of the date of the application the case will be denied or discontinued. Applicants or recipients may only reschedule an appointment once per occasion.

For application appointments, benefits will be issued according to General Assistance Regulations, Chapter IX, D, 5.

5. Fraud Referrals

A referral to the Special Investigations Unit (SIU) will be made when an Intentional Program Violation is suspected (IPV). General Assistance will align its IPV definition with that of the CalFresh program.

If an IPV occurs, the individual will be disqualified from receiving GA benefits as follows:

- a) 1 year for 1st violation
- b) 2 years for 2nd violation
- c) Permanent disqualification for 3rd violation.

F. Reimbursement of General Assistance

Prior to the authorization of assistance, all applicants shall sign a reimbursement agreement and lien. For sponsored non-citizens, the legal sponsor of a non-citizen shall be required to sign a General Assistance reimbursement agreement. The County is entitled to reimbursement for

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General Assistance funds, from, but not limited to, earnings, Interim Assistance payments, worker's compensation settlements, tax refunds, insurance claims or other legal settlements.

Collectable accounts may be referred by Human Services to the County Collections Department. (Refer to W & I Code Chapter 5, Sections 17000 to 17409, Public Law 93-368, EAS Manual 46-337.1)

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CHAPTER IV PERSONS ELIGIBLE FOR GENERAL ASSISTANCE

Persons who are legal residents of Santa Cruz County, who are indigent in that they are incapacitated by age, disease, infirmity or physical impairment to the extent that such incapacity prevents seeking, accepting, or engaging in gainful employment or in that by circumstances at the time of application for aid, they are without the necessities of life and immediate means to provide them and who have income and resources below the standards established in these regulations may qualify for aid under the General Assistance Program of the County of Santa Cruz as provided below.

A. *Employable Persons*

1. An employable person is a person:

- a) who is able to work
- b) who is actively seeking work
- c) who is actively participating in a Family Reunification plan with Child Welfare Services (CWS) and complying fully with CWS requirements. Verified compliance with CWS requirements shall substitute for all GA required job searches. Compliance shall be verified in writing by CWS staff.
- d) who has not rejected an offer of work or terminated employment within 30 days of the date of application or while receiving General Assistance
- e) who is unemployed in that he/she is:
 - (1) not employed, or
 - (2) employed less than 100 hours per month.

2. Exclusions

A person is not considered employable if he/she is:

- a) Sixty-five (65) years of age or older.
- b) A caretaker whose presence in the home is required on a substantially continuous basis because of the illness or incapacity of another member of the household, as verified by a physician, and

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- there is no other reasonable means of caring for the disabled persons; or
- c) Incapacitated to the extent that all possible benefit from employment or training is precluded, as verified by a physician; or
 - d) An unmarried minor child of an applicant or recipient, unless that child is 16 to 18 years old and is attending high school full-time or is in an approved training program.
 - e) A caretaker of a child under six who is presently providing full-time care for the child with only brief and infrequent absences.
 - f) Restricted to light work by a physical incapacity and he/she does not have the mental capacity and work background to perform light work.

B. Incapacitated Persons

1. Applicants or recipients who claim full or partial inability to work based on one or more of the factors listed below will be referred for medical evaluation to determine their degree of employability. A medical evaluation clearly exempting an applicant or recipient from employment for a specific length of time must be provided by the applicant or recipient prior to granting continuing assistance on the basis of incapacity.

- a) Physical Disability - Evidence of physical disability shall consist of a health provider's statement as to the nature of disability and length of expected duration. A health provider includes a physician, a physician assistant, a nurse practitioner, a registered nurse, and a chiropractor. Temporary emergency assistance of a period not to exceed one month may be granted to a person with a visible physical impairment. If a statement of disability from a health provider does not include prognosis of the expected duration of incapacity, another statement of disability must be provided by the recipient within thirty (30) days in order to substantiate continued eligibility.
- b) Mental Incapacity - A person may be unemployable for reasons of mental incapacity if he/she is:
 - (1) An individual with intellectual disability, as evidenced by the results of currently accepted psychological testing.
 - (2) Mentally ill. A person declaring incapacity due to mental illness shall be referred to a mental health provider for evaluation prior to the granting of continuing General Assistance. A mental

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health provider includes a psychiatrist, a psychologist, a mental health clinician, and a licensed marriage and family therapist. General Assistance may be granted for no more than two (2) months on the basis of a brief evaluation by a mental health provider prior to a psychiatric evaluation.

- c) When multiple diagnoses are listed on the statement of disability form and one or more diagnosis is addiction or dependency to drugs and/or alcohol, the Benefits Representative shall make it a requirement on the GENERAL ASSISTANCE INCAPACITATED PERSON AGREEMENT (WEL 4043) that the applicant/recipient must attend three (3) AA/NA meetings each week and provide verification of attendance on a weekly basis. Failure to attend meetings and provide verification of attendance shall be the basis for denial or discontinuance of assistance.
- d) Persons with a primary diagnosis of substance abuse will first be classified as an employable applicant or recipient and will be subject to the regulations outlined in Chapter V. Employment and Rehabilitation, General Assistance Regulations. Failure to meet the regulations outlined in Chapter V. Employment and Rehabilitation, General Assistance Regulations shall be a basis for denial or discontinuance. An individual may reapply and may be eligible for General Assistance as a temporarily incapacitated person based on an evaluation of incapacity due to substance abuse from a health provider at the time of reapplication or reinvestigation.
 - (1) Recipients with an incapacity due to substance abuse will be limited to 6 (six) cumulative months of assistance.

2. As a condition of initial and/or continuing eligibility, applicants and recipients must comply with the Human Services plan for self-sufficiency. Human Services will verbally and in writing explain the requirements of the plan. The plan for self-sufficiency is documented on the "General Assistance Incapacitated Person Agreement" and/or the "General Assistance Employable Person Agreement". The plan may include, but is not limited to:

- a) Keep appointments with health and mental health providers and follow their instructions for recovery.
- b) Apply for all potential income including state disability (SDI), supplemental security income (SSI) and workers compensation.
- c) Applicants and recipients who must apply for SSI as part of their plan self-sufficiency must also work cooperatively with the Human

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Services SSI Advocate if referred, or, provide verification that an attorney is assisting with their application.

d) Attend NA/AA meetings as assigned.

e) Work cooperatively with the Department of Vocational Rehabilitation (DVR) if referred.

3. For recipient noncompliance with the Human Services plan for self-sufficiency, no new financial assistance shall be granted from the effective date of discontinuance for the sanction period set forth in Chapter IV, B, 4.

4. Sanction Period for Noncompliance with Human Services Plan for Self-Sufficiency

For recipient noncompliance with Human Services plan for self-sufficiency without good cause, a recipient and the General Assistance household of such recipient shall be sanctioned from receiving General Assistance for the period described below:

a) First incident of noncompliance, 1 month.

b) Second incident of noncompliance, 3 months.

c) Third and subsequent incidents of noncompliance, 6 months each.

d) Good cause for failure to comply with the Human Services plan for independence exists when:

(1) The individual was verifiably ill.

(2) The individual is able to verify that due to circumstances beyond his/her control he/she was unable to comply with the requirements of the plan.

C. Minors

Minors are defined as unmarried persons under 18 years of age.

1. If a minor is living at home, he/she is not eligible for General Assistance except as a member of a family receiving General Assistance.

2. Any minor not living at home shall only be eligible for General Assistance if:

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- a) The minor's parents live in Santa Cruz County and sign a reimbursement agreement. If the parents have signed a reimbursement agreement, then the minor must be actively seeking full-time permanent employment. All minors under 18 years of age shall be referred to the Protective Services Unit for appropriate social services, or
- b) The minor meets the following criteria:
- (1) He/she is emancipated in accordance with the provisions of the Emancipation of Minors Act, Civil Code Sections 60 to 70; and
 - (2) He/she is 16 or older and under 18; and
 - (a) Has graduated from high school; or
 - (b) Has successfully demonstrated proficiency equal to or greater than standards published by the Department of Education, as specified in Education Code Section 48412; or
 - (c) Has been disqualified from attendance at special continuation classes because of physical or mental condition as specified in Education Code Section 48410.

3. Welfare and Institutions Code Section 17102 shall be strictly applied to every minor who is not emancipated in accordance with the Emancipation of Minors Act.

It reads as follows: "The residence of an unmarried minor child is the residence of the parent or parents with whom a child maintains his or her place of abode or of the parent who has legal custody of the minor. The residence of an orphan is that of the last deceased person who had his or her custody. The residence of a dependent child who has been declared free from the custody and control of his or her parent or parents, by order of the juvenile court, is not changed by change of residence of the parent or parents. The provisions of this section apply to the extent not in conflict with federal law."

D. Students

A student age 16 to 18 may be eligible as a dependent child in an eligible General Assistance household. Students 18 years of age or older who are otherwise employable are not considered to be available for full-time permanent employment and are not eligible for General Assistance. Availability for employment prior to enrollment or between terms is not availability for permanent full-time employment. Students should be counseled to inquire into available loan and grant resources through their schools.

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E. Stepparents, Related Children and Adults

Stepparents, related children and adults, all members of a CalWORKs household or a potential CalWORKs household, shall be referred for CalWORKs eligibility screening prior to making an application for General Assistance.

F. Noncitizens

Noncitizens may be determined to be eligible for General Assistance either as non-sponsored noncitizens or as sponsored noncitizens. Regardless of their entry, GA shall not be authorized until citizenship and sponsorship status is verified. Only noncitizens lawfully admitted to the U.S. under color of law may be eligible for General Assistance. Noncitizens permanently residing in the U.S. under color of law include:

1. Noncitizens lawfully present in the U.S. as a result of the application of the following provisions of the Immigration and Nationality Act.
 - a) Section 207(c), after March 31, 1980- Noncitizens Admitted as Refugees.
 - b) Section 208- Noncitizens Granted Political Asylum by the Attorney General.
 - c) Section 212(d) (5)- Noncitizens Granted Temporary Parole Status by the Attorney General.
2. Noncitizens granted status as Conditional Entrant Refugees pursuant to Section 203(a) (7) of the Immigration and Nationality Act in effect prior to April 1, 1980.
 - a) Noncitizens granted indefinite voluntary departure in lieu of deportation.
 - b) Noncitizens granted an indefinite stay of deportation.

Documentation of legal noncitizen status must be provided by each noncitizen applicant prior to granting General Assistance.
Documentation of noncitizen status will be required as follows:

 - (1) Noncitizens lawfully admitted for permanent residence: INS Form I-551, or earlier forms I-151, AR-3a, if specifically endorsed to show legal right to reside permanently.

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- (2) Noncitizens granted asylum or refugee status: INS Form I-94, annotated with the term asylee, refugee or conditional entry or entrant.
- (3) Parolees: INS Form I-94 (Arrival-Departure Record - Parole Edition) endorsed to show bearer has been paroled in the U.S. pursuant to Section 212 (d) (5) of the Immigration and Nationality Act.
- c) Persons granted indefinite voluntary departure or an indefinite stay of deportation. A court order or correspondence from the U.S. Citizenship and Immigration Services (formerly "INS") stating that the individual has been granted this status.

Documentation which appears to be of doubtful authenticity must be substantiated by the Benefits Representative through contact with the U.S. Citizenship and Immigration Services (formerly "INS"). Any noncitizen applicant who refuses to cooperate in the verification of his/her current noncitizen status is not eligible for General Assistance.

G. Ineligible by State Law

Effective January 1, 1998, the following individuals will be ineligible for General Assistance by state law:

1. Those who are fleeing to avoid prosecution for, or imprisonment after being convicted of a felony crime, or who are violating a condition of parole or probation. (AB 1542, Chapter 270, Statutes of 1997)
2. Pursuant to Welfare and Institutions Code Section 17020; any person eligible for and/or in receipt of CalWORKs is ineligible for General Assistance whenever the County's General Assistance maximum payment level exceeds the CalWORKs payment level.
3. Those who are ineligible for CalWORKs due to time limits and whose youngest child is under the age of 18, whether or not currently living in the home with the individual. (AB 1008, Chapter 283, Statutes of 1997; SB72 (2011))
4. Any individual who is receiving aid under Chapter 2 (commencing with Section 11200) of Part 3 on behalf of an eligible child, but who is either

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ineligible for aid or whose needs are not otherwise taken into account in determining the amount of aid to the family pursuant to Section 11450 due to the imposition of a sanction or penalty, shall not be eligible for aid or assistance under this part. (AB 1542, Chapter 283, Statutes of 1997)

H. Other Ineligibles

Individuals who are currently serving a General Assistance sanction in Santa Cruz County or any other county.

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CHAPTER V EMPLOYMENT AND REHABILITATION

A. *Employable Persons*

1. As a condition of initial and/or continuing eligibility, recipients must comply with the Human Services plan for self-sufficiency. Human Services will verbally and in writing explain the requirements of the plan. The plan for self-sufficiency is documented on the "General Assistance Incapacitated Person Agreement" and/or the "General Assistance Employable Person Agreement". The plan may include, but is not limited to:
 - a) An employable person applying for or receiving General Assistance is required to accept a definite offer of reasonable employment.
 - b) Each employable recipient must enroll in CalJOBS with the Employment Development Department (EDD) at the time of application or at the time he/she becomes employable. Every employable person must be actively seeking work and must be available to all existing employment throughout Santa Cruz County. Employable persons may apply for work in surrounding counties.
 - c) It is the joint responsibility of the recipient and Human Services to conduct a job search aimed at locating employment and/or job training. Each recipient is required to report to Human Services for employment and job search counseling. Human Services shall take an active role in locating suitable employment and/or job training and will coordinate efforts with other public agencies aimed at increasing job potentials for General Assistance recipients.
 - (1) If referred to job training activities, attendance and appropriate conduct will be monitored as a condition of participation.
 - d) County Work Program (CWP): All employable persons shall be required to accept and complete work assignments to the County Work Program (CWP). Each eligible employable person shall be required to work off the total value of General Assistance received of a maximum of 100 hours per month, whichever is less.
 - (1) Total value of General Assistance will be computed by dividing the amount of aid received by the minimum wage rate, the quotient being the number of hours the recipient will be required to work, if less than 100 hours. A recipient is required to report to

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his/her CWP assignment on the date specified on the notification of assignment.

- (2) The second employable parent of a dependent child who is attending elementary school may be assigned a proportionally reduced CWP assignment and job search based on the number of hours of the work day the child/ren normally attend(s) school if no other adequate child care is available after school.

B. Sanction Period for Failure to Comply With Human Services Plan For Self-Sufficiency

1. For noncompliance with Human Services plan for self-sufficiency without good cause, a recipient and the General Assistance household of such recipient shall be sanctioned from receiving General Assistance for the period described below.
 - a) First incidence of noncompliance, 1 month.
 - b) Second incidence of noncompliance, 3 months.
 - c) Third and subsequent incidence of noncompliance, 6 months.

C. Good Cause For Noncompliance With Employable Person Requirements

1. Good cause for failure to accept employment, to conduct a job search, to report weekly, to report to or complete the CWP assignment, must be reported to the assigned Human Services worker within three (3) working days of the date such failure occurs.
2. Good cause for refusal or termination of employment exists when:
 - a) The employment violated applicable health and safety laws and regulation, and applicable unemployment and workers compensation laws.
 - b) The wage offered for the employment was less than the applicable State or Federal minimum wage.
 - c) The job was available due to a bonafide strike or lockout.
 - d) The employment has been verified by a health or mental health provider to be in excess of the individual's physical or mental capacity.

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- e) The individual was verifiably ill or was required to care for a verifiably ill member of the immediate family and no other reasonable means of care was available.
 - f) The individual was laid off due to lack of work or circumstances beyond their control.
3. Good cause for failure to accept a CWP assignment or to complete CWP hours exist if:
- a) The employment violated applicable health and safety laws and regulations, and applicable unemployment and workers compensation laws.
 - b) The job was available due directly to a bonafide strike or lockout.
 - c) The assignment has been verified by a physician or psychiatrist to be in excess of the individual's physical or mental capacity.
 - d) The individual was verifiably ill or required to care for a verifiably ill member of the immediate family and no other arrangements were available.
 - e) Adequate day care for a minor child has become unavailable through no fault of the recipient.
4. Good cause for failure to conduct a job search and/or to report to Human Services exists if:
- a) The individual was verifiably ill or required to care for a verifiably ill member of the immediate family and no other arrangements were available.
 - b) Adequate day care for a minor child has become unavailable through no fault of the applicant or recipient.

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CHAPTER VI RESIDENCE

A. Residency Requirements

An applicant or recipient shall be a lawful resident of the State of California and the County of Santa Cruz to be eligible for General Assistance (Welfare and Institutions Code 17100). Residency is established by confirming physical presence ~~at a locale~~ within the county for at least fifteen calendar days prior to the date of application, and intent to remain in Santa Cruz County. Physical presence may be confirmed through the application of B. or C. of this section. All applicants must provide a form of identification.

B. Confirming Physical Presence: Applicants/Recipients with a Fixed Address

The applicant/recipient is required to supply verification of a fixed residential address in Santa Cruz County. Such verification shall be:

1. A written statement from the applicant/recipient's landlord, or any other person with authority to grant permission to dwell in or on private property; or
2. Rent receipts or utility bills (e.g., PG&E, telephone, water) in the applicant/recipient's name for a Santa Cruz County address for a period ending within the past 30 days; or
3. Mortgage payment book or receipt; or
4. Any primary identification document issued within the last twelve (12) months which shows a printed Santa Cruz County address; or
5. Any other combination of documents which provide a preponderance of evidence verifying that the applicant/recipient has a residence in Santa Cruz County.

C. Confirming Physical Presence: Applicants/Recipients without a Fixed Address

Applicants/recipients without a fixed residential address shall provide verification of continued physical presence ~~at some location~~ within Santa Cruz County. Applicants/recipients must submit the following verification:

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~~1. Identification on a map of Santa Cruz County of the precise location where the applicant/recipient resides; and~~

~~2.1.~~ Applicants/recipients must ~~also~~ provide at least one of the following:

- a) Verification that the applicant/recipient was a public assistance recipient in Santa Cruz County within the last three months;
- b) Verification from a probation or parole agent which states that the applicant/recipient is restricted to Santa Cruz County as a condition of probation or parole;
- c) Acceptable written verification from an established social service agency that the applicant/recipient is currently residing in Santa Cruz County and receiving services from that agency in Santa Cruz County;
- d) A statement in writing from another local or state governmental entity that the applicant/recipient is currently residing in Santa Cruz County;
- e) Oral or written confirmation of the applicant's/recipients ongoing physical presence in Santa Cruz County by a person with authority to grant permission to dwell in or on private property;
- f) Mail addressed and delivered to the applicant/recipient at a residential address in Santa Cruz County within the last 30 days;
- g) Evidence of the establishment and maintenance of a post office box located in Santa Cruz County;
- h) A voting registration card indicating residence in Santa Cruz County;
- i) A driver's license indicating residence in Santa Cruz County;
- j) Any combination of documents and/or statements which provide a preponderance of evidence verifying that the applicant/recipient has continued physical presence in Santa Cruz County.

D. Intent to Permanently Reside

An applicant for General Assistance establishes intent to permanently reside at the place where he/she is living if he/she has no intention of presently leaving. (Welfare and Institutions Code 17101).

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1. Factors to be considered when evaluating an applicant's intent to permanently reside in Santa Cruz County may include:
 - a) The applicant's last out-of-county address
 - b) Length of time the applicant lived at the last out-of-county address
 - c) When the applicant arrived in California
 - d) When the applicant arrived in Santa Cruz County
 - e) Reason for the applicant's presence in Santa Cruz County
 - f) Length of time the applicant expects to live in Santa Cruz County
 - g) Living arrangements in Santa Cruz County
 - h) Whether the applicant, if employable, has sought employment locally
 - i) Location of the applicant's personal property
 - j) Whether the applicant owns or is renting a place of residence outside of Santa Cruz County
 - k) Whether the applicant is registered to vote in Santa Cruz County or another county
2. Persons incapable of changing residence - The intent to permanently reside in Santa Cruz County implies the legally recognized ability to make a choice. A person without such ability with regard to his/her place of residence cannot by his/her own intent establish residence. This applies to the following persons:
 - a) Persons deprived by court action of freedom of movement - A person on probation or parole may not by intent establish his/her residence in Santa Cruz County if required by law or the terms of his/her parole to be elsewhere. The residence of a person deprived by court action of freedom of movement remains the same as at the time of court action, except as it may be ordered changed by court action.
 - b) Persons for whom a court has appointed a guardian or conservator - The place of residence for a person for whom there is a court-appointed guardian or conservator of the person is the county of residence at the time of the court action. Such place of residence

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may only be changed by decision of the guardian or conservator accompanied by removal of the ward or conservatee to another place.

E. *Prior Verifiable Address*

If the applicant has been evicted within the last 30 days prior to date of application or is in the process of moving within the County, his/her prior verifiable address in Santa Cruz County will be used to determine place of residence.

F. *Notation in the Case Record*

The case record shall contain a statement of how the applicant established his/her place of residence and his/her intent to reside in Santa Cruz County.

G. *Verifiable Residence Outside Santa Cruz County*

If the applicant does not meet the residency requirements listed in Chapter VI Part A and Part B of these regulations and has a verifiable residence elsewhere in the United States, Human Services shall make every effort to complete arrangements for the applicant's return thereto.

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CHAPTER VII PROPERTY - REAL AND PERSONAL

A. *Real Property*

1. An applicant or recipient shall not receive assistance, if such person, spouse, or household owns real property, the combined full cash of which, as determined by the county assessor, exceeds \$25,000 after deduction of encumbrances of record.

2. Property not the client's home

If an applicant owns property other than that occupied as a home, such property must be utilized as a resource from the date a lien is secured. Utilization shall be defined as sale of the property at its fair market value or rental of the property at the rate sufficient to produce a net income of 6% of the fair market value per year.

3. Transfer of property

A person or persons who have made an assignment or transfer of real property within the three previous months of the application date for the purpose of qualifying for assistance shall not be eligible for assistance. The period of ineligibility shall be the length of time in which the value of the property could have provided a level of support consistent with the maximum grant level for General Assistance for the person or household.

B. *Personal Property*

1. Maximum Limits

An applicant, recipient, or household is ineligible for General Assistance if the total value of his/her/their personal property exceeds the following limitations.

- a) Liquid Assets: The total value of personal property consisting of liquid assets, readily negotiable items and cash, shall not exceed \$300.00 per household or \$200.00 per individual.
- b) Insurance: The total negotiable value of an insurance policy or policies shall not exceed \$200.00 per household or \$100.00 per individual. The cash surrender value or insurance is exclusive of the liquid assets maximum and is to be computed separately.

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- c) Motor Vehicles: The total value of a single motor vehicle of an applicant or recipient shall not exceed \$4,650 above encumbrances of record. The value of a motor vehicle is determined by the wholesale value quoted in the current Kelly Blue Book or by the value as estimated by one automobile dealer. No single applicant or recipient shall own more than one motor vehicle. A household may own motor vehicles equal to the number of persons who are employable and actively seeking employment, provided that the value of no vehicle exceeds \$4,650 above encumbrances of record.
 - d) Other Personal Property: The total value of other personal property shall not exceed \$200.00 per household or \$100.00 per individual.
2. Property Exempt from Limitations:
- a) The value of essential household furniture and equipment, personal effects, wedding and engagement rings, and family heirlooms is exempt from the personal property limitation.
 - b) The value of tools, supplies, equipment, vehicles and other items which are determined by Human Services to be an essential part of a program of rehabilitation or of a program to assist in the maintenance and self-support of an applicant or recipient may be retained and exempted from the personal property limitations pursuant to W & I Code 17111.
 - c) One burial plot per person will be exempt from the personal property limitations.
 - d) Establishment-specific gift card balances restricted to purchasing limited range of goods are not considered personal property.

3. Ineligibility Due to Transfer of Property

A person or persons who have made an assignment or transfer of personal property within the three previous months of the application date for the purpose of qualifying for assistance shall not be eligible for assistance. The period of ineligibility shall be the length of time in which the value of the property could have provided a level of support consistent with the maximum grant level for General Assistance for that person or household.

C. Liens

Liens are to be secured on all real property, both in and out of the State, belonging to persons who are applying for and receiving General Assistance

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regardless of the assessed valuation of the property. If the applicant or recipient refuses to sign a lien and repayment agreement, or a collateral assignment of insurance policy, no aid shall be granted, however, temporary assistance may be granted pending the filing of the lien.

In all cases in which a lien is taken on a person's real property, Human Services shall explain to the person that the lien will be exercised only upon transfer or sale of the property or at the death of the person. Human Services shall also explain that the lien can only be released upon payment of the total debt and that the recipient(s) must petition the County Clerk's Office for final release of the lien.

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CHAPTER VIII INCOME

A. Total Budgetary Need

All net monthly income, in cash or in-kind, received or anticipated by an applicant, recipient, or household shall be verified and deducted from the person's or household's total budgetary need to determine eligibility and grant amount. All net income shall be deducted from the current month's total budgetary need except that, if the current month's grant has been issued already, the income shall be deducted from the future month's total budgetary need.

Income includes all earnings, self-employment, alimony, child support, social security, SSI/SSP, unemployment benefits, state disability, workers compensation, cash gifts, prepaid credit cards (containing credit card companies logos including but not limited to Visa, Master Card, American Express), loans, student financial aid, and retirement income. Net income is gross income minus mandatory deductions.

B. Determining Eligibility

The total net income of individuals, or households, shall be utilized in determining eligibility for assistance. If the total net income exceeds the General Assistance budgetary need, no eligibility exists. The total General Assistance budgetary need shall be based on the basic needs of food, shelter and personal needs.

C. Income Reporting

All gross income, in cash or in-kind, must be reported by the applicant or recipient to the Benefits Representative within ten (10) days of the date of the receipt. In addition, each recipient shall file a report of income and changed circumstances monthly by the fifth working day of the month. See also Chapter III, Section E1.

D. Excluded Income

Federal Energy Assistance payments including HEAP, renter's credit, prisoner release money, mileage reimbursement, establishment specific gift cards and the allowance for training expenses paid to recipients participating in the Department of Rehabilitation training programs or WIOA shall be

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exempt from consideration as income in determining eligibility for General Assistance payments.

E. Lump Sum Income

Lump sum income is any income that is anticipated or received by a General Assistance applicant or recipient which is non-recurring in regard to amount or source. The number of months that the General Assistance individual or household is ineligible for an aid payment due to the receipt or anticipated receipt of the lump sum income is determined by dividing the total lump sum plus any other net non-exempt income received or projected in the budget month by the General Assistance needs standard for the individual or household. The resulting whole number is the number of months of ineligibility for General Assistance. If there is a remainder from the division, the remainder shall be counted as income in the month following the end of the period of ineligibility.

If the General Assistance individual or household reapplies for General Assistance before the number of months of ineligibility has expired, documentation of how the money was spent will be required and reasonable and necessary expenses for food, clothing, shelter, transportation, medical expenses, legal fees and employment enhancement will be allowed.

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CHAPTER IX STANDARD OF NEED AND AID PAYMENTS

A. *Single Person*

A single person means an individual, who is economically independent, living alone or in a shared housing arrangement. Separate household status shall not be granted to parents living with their natural, adopted or step children, or children living with their natural, adopted, or stepparents, if the child is 18 years of age and under the age of 22. A person residing in a licensed residential care facility shall be considered a single person.

NOTE: A residential care facility or boarding home must be licensed in order to receive General Assistance room and board payments. Payments to such facilities shall be made in amounts which reflect the duration of the recipient's stay and the level of the service provided.

B. *Household*

1. A household means a family unit or couple living together in one dwelling unit.
2. A family unit is defined as two or more persons of the relationship of father, mother, son, daughter, grandmother, grandfather, brother, sister, stepfather, stepmother, stepsister, stepbrother, uncle, aunt, first cousin, nephew, or niece, who live together in the same dwelling and share resources and expenses. An unborn will not be considered as a household member until it is born.
3. A couple is defined as two persons paired together and commingling moneys, resources and expenses, clearly distinguished from two single persons simply sharing housing, or one person being furnished room and board by another. If one person is receiving SSI, the other will be treated as a single person in a shared living situation.
4. A household may also be defined as more than two people living together and commingling moneys and expenses clearly distinguished from more than two single persons simply sharing housing.
5. In order to receive General Assistance all household members must meet the eligibility requirements in these regulations.

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C. General Assistance Budget

1. The maximum grant level is the maximum amount of assistance which is available to provide a general assistance person or household with the following:

- a) Shelter including utilities and basic telephone cost (as owed up to the maximum)
- b) Food
- c) Personal needs including clothing and transportation

2. The monthly budget will be computed using the following figures.

Household Size	Shelter, Utilities, and Basic Telephone (as owed, up to)	Personal Needs	Food	Maximum Grant
1	\$ 28540	\$ 35440	\$ 13288	\$ 771638
2	\$ 38934	\$ 345288	\$ 25700	\$ 991849
3	\$ 419346	\$ 441369	\$ 39220	\$ 1,252035
4	\$ 49811	\$ 556469	\$ 451364	\$ 1,505244
5	\$ 572470	\$ 684582	\$ 508406	\$ 1,764458
6	\$ 613496	\$ 807690	\$ 604487	\$ 2,0241,673

3. Persons residing in a board and care or residential care facility will have their budgets computed as follows:

a) Residential Care Facility - Single individual:

Room, board and care as owed up to	\$490.00
Personal needs	\$ 354.00 <u>284.00</u>
Maximum Grant	<u> </u>
<u> </u>	\$ 844.00 <u>774.00</u>

4. Alcoholic Recovery House - Single individual:

Room, board and care as owed up to	\$338.00
Personal needs	\$ 354.00 <u>268.00</u>
Maximum Grant	\$ 692.00 <u>06.00</u>

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D. Other Budget Provisions

1. Taxes - Provisions may be made for payment of property taxes on the home of a recipient.
2. Exceeding Maximum - In an emergency, such as an imminent foreclosure, Human Services may provide the homeowner recipient the total amount of the monthly property payment due.
3. Special rent ceiling in emergencies - In extraordinary instances requiring location and negotiation of emergency housing, it will be department policy to follow the same principles used in emergency foster home placement. Benefit Representatives may negotiate for emergency housing at a rate not to exceed \$19.00 per night for a period not to exceed seven (7) days.
4. Shelter Costs - Budget computation will include current monthly shelter costs, including utilities, as owed, up to the maximum budgeted amount. Basic telephone cost is included as a utility expense. If the applicant/recipient has shelter costs (including utilities) higher than the maximum allowed, the food budget may be used in part or in full, towards the shelter expense.
 - a) Reimbursement for temporary motel lodging for homeless recipients will be made under the following conditions: motel was in Santa Cruz County; the payment for lodging was made with the GA aid payment and is based on the recipient's portion of the lodging amount. Reimbursement will not exceed the grant amount for housed individuals.
- [5.](#) The General Assistance grant shall be computed from the date of application provided that all eligibility requirements are met.
- [6.](#) The General Assistance case may be restored and grant shall be prorated from the date that all eligibility requirements are met within the 30 days following the discontinuance.
 - [5-a\)](#) Restoration of benefits may not be applied when a discontinuance results in a sanction.
- [67.](#) Amount of Aid - If the amount of aid the applicant/recipient is determined to be eligible for is less than ten dollars (\$10.00) no payment shall be made for that month.

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78. Transportation for Return to Residence - The cost of transportation necessary to return a non-resident(s) to his/her/their place of legal residence shall be provided on a one-time only basis. Human Services shall make arrangements for return to residence with a transportation provider. The reasonable cost of meals not to exceed \$14.00 per day per person while traveling, lodging may be provided if needed, in addition to the cost of the transportation.

89. Unbudgeted Special Needs - Payment for unbudgeted special needs may be provided in unusual or emergency circumstances with the approval of the Director or his/her designee if the applicant, recipient, or household has no other means to provide for such needs. An example of such a special need would be a uniform or supplies necessary to accept an offer to meet this need.

910. Bus Pass(es) - Transit bus pass(es) will be available to applicants or recipients who are in need of transportation and are unable to meet this need. Bus passes will be given only for activities related to the plan for self-sufficiency and as available.

4011. Pregnancy Special Need - A special allowance of ~~\$10048.00~~ per month will be granted to a pregnant woman who is receiving General Assistance.

4412. Advanced Personal Needs - In order to increase the employability of eligible applicants and to enhance the effectiveness of Job Search Procedures, each eligible employable applicant shall be granted for personal needs, an amount from \$10.00 minimum up to the monthly maximum for Personal Needs. Advanced personal needs will be prorated from the date of application. If the prorated amount is less than \$10.00, \$10.00 in cash benefits will be issued. Advanced personal needs may be issued prior to verification of eligibility. Advance Personal Needs Grants shall be granted to General Assistance employable applicants who:

- a) Have less than \$10.00 cash income in the month of application.
- b) Have less in liquid resources than the amount of Advance Personal Needs to which he/she would be entitled.
- c) Have not failed without good cause to complete job search requirements on a prior application, after having received an advance personal needs grant. Advanced personal needs will be issued within three days of date of application.

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CHAPTER X RESPONSIBILITY OF RELATIVES

A. Legally Responsible Relatives

For the purpose of General Assistance, legally responsible relatives are:

1. the spouse of an applicant,
2. the recipient and the parent(s) of a minor child who is not already emancipated pursuant to Civil Code Section 60, et seq., and who is an applicant or recipient,
3. the legal sponsor of a non-citizen applicant/recipient. A legal sponsor of a non-citizen applicant/recipient shall only be financially responsible during the period of time which sponsor has agreed, in writing, to provide for the non-citizen.

B. Investigation of Relative's Financial Ability

Human Services will investigate the financial ability of the responsible relative to support or contribute to the support of the applicant or recipient.

A financial inquiry shall be mailed to all responsible relatives, both in and out of the state. A responsible relative's contribution shall be computed in accordance with guidelines established by Human Services.

C. Failure to Cooperate

Cases in which relatives fail to cooperate shall be referred by Human Services to the District Attorney for proper action.

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CHAPTER XI HEARING PROCEDURE FOR APPLICANTS AND RECIPIENTS OF GENERAL ASSISTANCE

A. Notice of Action; Right of Hearing; Time to Appeal

Human Services shall give written notice to the applicant, recipient, or authorized representative of all actions granting, denying, discontinuing or decreasing General Assistance. Notices of Action shall cite applicable General Assistance regulations supporting the proposed action. The applicant, recipient, or authorized representative has a right to appeal and to have a hearing with respect to any such proposed action. The notice of action shall inform the applicant, recipient, or authorized representative of the method for filing an appeal. The applicant, recipient, or authorized representative may appeal the written proposed action, within thirty (30) calendar days of the postmarked date, or the date of hand delivery with signed receipt, of the notification of such proposed action. When the recipient files a request for a Fair Hearing prior to the effective date of the Notice of Action, aid shall be continued in the amount that the recipient would have been paid if the proposed action were not to be taken, pending the Fair Hearing. If the applicant or recipient has a Court Appointed Guardian, the appeal must be filed by the Guardian of Record.

B. Prior Notice; Exception; Discontinuance Request

Human Services shall notify the recipient by the notice postmarked, or hand delivered with signed receipt, at least ten (10) calendar days prior to the effective date of the proposed action to discontinue, ~~or decrease,~~ or prorate due to restoration grant assistance unless the recipient waives his/her right of ten (10) days prior notice in writing. The written request for discontinuance, ~~or decrease~~ or proration of benefits shall contain the reason for the request and should state that the recipient knows that he/she has the right to a hearing and voluntarily gives up these rights and the right to applicable continued aid.

There is to be no continuing aid paid pending the hearing and/or decision if the issue is one of law or of County regulations. A continuing aid paid pending decision shall be rendered by the Hearing Officer or appointed representative at the conclusion of the General Assistance Fair Hearing. If aid paid pending is approved, the recipient must continue to meet their General Assistance plan for self-sufficiency and other program regulations.

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C. Hearing Rights

The applicant or recipient shall be advised in writing of his/her right to an informal conference, to obtain counsel or other representation for his/her hearing, to review all pertinent case records, to interview workers in a conference in advance of the hearing, to present testimony on his/her behalf, and to cross-examine witnesses.

D. Impartial Hearing Officer

Human Services shall provide a Hearing Officer or appointed representative who has not been involved in any way in the determination to deny, decrease, prorate based on restoration- or discontinue aid. The decision shall be in writing and shall be based solely on the evidence, including the case record, presented at the hearing; and it shall be in accordance with this title, the law and the regulations. The Hearing Officer or appointed representative shall not present the Agency's case.

E. Determination of Law and Fact; Aid Continued

In the case of a decrease or discontinuance, the Hearing Officer or appointed representative will review the recipient's notice of action prior to the date of the hearing and will determine whether the dispute involves law, a County regulation, or a fact. If the issue relates to a dispute of the facts, the Hearing Officer or appointed representative will notify the worker to continue aid pending the hearing decision, unless the recipient has died, entered a medical or penal institution, left the country, or his/her current whereabouts are unknown.

There is no aid paid pending the decision on emergency assistance granted (including \$10.00 special advance payment).

F. Schedule for Hearings; Extension; Time for Submission of Decision to Director

Unless the applicant or recipient, for good reason, requests an extension of the time and the Human Services Director approves the setting of a new time, the hearing shall be scheduled not later than twenty-one (21) working days after the request for hearing is received. If an applicant or recipient or his/her representative fails to appear at a scheduled fair hearing or fails to submit written evidence timely for the fair hearing, the fairing hearing claim will be dismissed. The Hearing Officer or appointed representative shall submit a

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written decision to the Director, not later than sixty (60) working days following the receipt of the request for a hearing.

G. *Written Decision; Adoption by Director*

The decision shall be in writing and shall be final when adopted by the Director. The Director shall act upon the decision within ten (10) working days of the date of the decision and may accept, reject, or modify the decision, or return the case for further hearing.

END REGULATION

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Santa Cruz County General Assistance Regulations

Effective: 9/1/16

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General Assistance Proposed Changes FY 22/23 effective 10/1/2022

	General Assistance Manual Section	Current Regulation	Proposed Regulation	Program Impact	Fiscal Impact
1	Chapter VI.C 1 Residence Page 20-21	<p>A. Residency Requirements</p> <p>An applicant or recipient shall be a lawful resident of the State of California and the County of Santa Cruz to be eligible for General Assistance (Welfare and Institutions Code 17100). Residency is established by confirming physical presence at a locale within the county for at least fifteen calendar days prior to the date of application, and intent to remain in Santa Cruz County. Physical presence may be confirmed through the application of B. or C. of this section. All applicants must provide a form of identification</p> <p>C. Confirming Physical Presence Applicants/Recipients without a Fixed Address</p> <p>Applicants/recipients without a fixed residential address shall provide verification of continued physical presence at some location within Santa Cruz County. Applicants/Recipients must submit the following verification:</p>	<p>Remove strikethrough:</p> <p>A. Residency Requirements</p> <p>An applicant or recipient shall be a lawful resident of the State of California and the County of Santa Cruz to be eligible for General Assistance (Welfare and Institutions Code 17100). Residency is established by confirming physical presence at a locale within the county for at least fifteen calendar days prior to the date of application, and intent to remain in Santa Cruz County. Physical presence may be confirmed through the application of B. or C. of this section. All applicants must provide a form of identification</p> <p>C. Confirming Physical Presence Applicants/Recipients without a Fixed Address</p> <p>Applicants/recipients without a fixed residential address shall provide verification of continued physical presence at some location within Santa Cruz County.</p>	<p>Applicants/recipients are required to complete the WEL 8056 Verification of Residency – Map to identify their precise location within the county. When applying, applicants must establish residency within the county as part of the eligibility requirements. Once the General Assistance case is ongoing, recipients must complete the monthly CW 7 – Monthly Eligibility Report to maintain General Assistance eligibility. The CW 7 requires General Assistance recipients to confirm and/or report any changes to their physical address within the county.</p> <p>Removal of the map requirement eliminates redundancy and over-verification of residency when the customer has</p>	No fiscal impact.

	General Assistance Manual Section	Current Regulation	Proposed Regulation	Program Impact	Fiscal Impact
		<p>1. Identification on a map of Santa Cruz County of the precise location where the applicant/recipient resides; and</p>	<p>Applicants/Recipients must submit the following verification:</p> <p>1. Identification on a map of Santa Cruz County of the precise location where the applicant/recipient resides; and</p>	<p>already established residency.</p>	
2	<p>Chapter IX. D Other Budget Provisions Page 31-32</p>	<p>D. Other Budget Provisions</p> <p>1. Taxes - Provisions may be made for payment of property taxes on the home of a recipient.</p> <p>2. Exceeding Maximum - In an emergency, such as an imminent foreclosure, Human Services may provide the homeowner recipient the total amount of the monthly property payment due.</p> <p>3. Special rent ceiling in emergencies - In extraordinary instances requiring location and negotiation of emergency housing, it will be department policy to follow the same</p>	<p>Add new number 6 section and shift all down:</p> <p>6. The General Assistance case may be restored, and grant shall be prorated from the date that all eligibility requirements are met within the 30 days following the discontinuance.</p> <p>a) Restoration of benefits may not be applied when a discontinuance results in a sanction</p>	<p>Customers must apply each time their General Assistance case is discontinued. Applying restoration will allow customers to complete the required verifications and have benefits prorated effective the date the case is once again considered complete. Restoration will support in the reduction of “churn” in General Assistance participants.</p>	<p>No fiscal impact.</p>

	General Assistance Manual Section	Current Regulation	Proposed Regulation	Program Impact	Fiscal Impact
		<p>principles used in emergency foster home placement. Benefit Representatives may negotiate for emergency housing at a rate not to exceed \$19.00 per night for a period not to exceed seven (7) days.</p> <p>4. Shelter Costs - Budget computation will include current monthly shelter costs, including utilities, as owed, up to the maximum budgeted amount. Basic telephone cost is included as a utility expense. If the applicant/recipient has shelter costs (including utilities) higher than the maximum allowed, the food budget may be used in part or in full, towards the shelter expense.</p> <p>a) Reimbursement for temporary motel lodging for homeless recipients will be made under the following conditions: motel was in Santa Cruz County; the payment for lodging was made with the GA aid payment and is based on the recipient's portion of the lodging amount. Reimbursement will not exceed the grant amount for housed individuals.</p>		<p>Restoration will not be considered for any discontinuance that imposes a sanction</p>	

	General Assistance Manual Section	Current Regulation	Proposed Regulation	Program Impact	Fiscal Impact
		<p>5. The General Assistance grant shall be computed from the date of application provided that all eligibility requirements are met.</p> <p>6. Amount of Aid - If the amount of aid the applicant/recipient is determined to be eligible for is less than ten dollars (\$10.00) no payment shall be made for that month.</p> <p>7. Transportation for Return to Residence - The cost of transportation necessary to return a non-resident(s) to his/her/their place of legal residence shall be provided on a one-time only basis. Human Services shall make arrangements for return to residence with a transportation provider. The reasonable cost of meals not to exceed \$14.00 per day per person while traveling, lodging may be provided if needed, in addition to the cost of the transportation.</p> <p>8. Unbudgeted Special Needs - Payment for unbudgeted special needs may be provided in unusual or emergency circumstances with the approval of the Director or his/her designee if the applicant, recipient, or household has no other means to provide for such needs. An example</p>			

	General Assistance Manual Section	Current Regulation	Proposed Regulation	Program Impact	Fiscal Impact
		<p>of such a special need would be a uniform or supplies necessary to accept an offer to meet this need.</p> <p>9. Bus Pass(es) - Transit bus pass(es) will be available to applicants or recipients who are in need of transportation and are unable to meet this need. Bus passes will be given only for activities related to the plan for self-sufficiency and as available.</p> <p>10. Pregnancy Special Need - A special allowance of \$48.00 per month will be granted to a pregnant woman who is receiving General Assistance.</p> <p>11. Advanced Personal Needs - In order to increase the employability of eligible applicants and to enhance the effectiveness of Job Search Procedures, each eligible employable applicant shall be granted for personal needs, an amount from \$10.00 minimum up to the monthly maximum for Personal Needs. Advanced personal needs will be prorated from the date of application. If the prorated amount is less than \$10.00, \$10.00 in cash benefits will be issued. Advanced personal needs may be issued prior</p>			

	General Assistance Manual Section	Current Regulation	Proposed Regulation	Program Impact	Fiscal Impact
		<p>to verification of eligibility. Advance Personal Needs Grants shall be granted to General Assistance employable applicants who:</p> <ul style="list-style-type: none"> a) Have less than \$10.00 cash income in the month of application. b) Have less in liquid resources than the amount of Advance Personal Needs to which he/she would be entitled. c) Have not failed without good cause to complete job search requirements on a prior application, after having received an advance personal needs grant. Advanced personal needs will be issued within three days of date of application. 			

Attachment A

	General Assistance Manual Section	Current Regulation	Proposed Regulation	Program Impact	Fiscal Impact
3	Chapter XI B, D Pages 34-35	<p>B. Prior Notice; Exception; Discontinuance Request Human Services shall notify the recipient by the notice postmarked, or hand delivered with signed receipt, at least ten (10) calendar days prior to the effective date of the proposed action to discontinue or decrease assistance unless the recipient waives his/her right of ten (10) days prior notice in writing. The written request for discontinuance or decrease shall contain the reason for the request and should state that the recipient knows that he/she has the right to a hearing and voluntarily gives up these rights and the right to applicable continued aid. There is to be no continuing aid paid pending the hearing and/or decision if the issue is one of law or of County regulations. A continuing aid paid pending decision shall be rendered by the Hearing Officer or appointed representative at the conclusion of the General Assistance Fair Hearing. If aid paid pending is approved, the recipient must continue to meet their General Assistance plan for self-sufficiency and other program regulations.</p>	<p>B. Prior Notice; Exception; Discontinuance Request</p> <p>Human Services shall notify the recipient by the notice postmarked, or hand delivered with signed receipt, at least ten (10) calendar days prior to the effective date of the proposed action to discontinue, or decrease, or <u>prorate due to restoration grant assistance</u> unless the recipient waives his/her right of ten (10) days prior notice in writing. The written request for discontinuance, decrease or <u>proration of benefits</u> shall contain the reason for the request and should state that the recipient knows that he/she has the right to a hearing and voluntarily gives up these rights and the right to applicable continued aid.</p> <p>There is to be no continuing aid paid pending the hearing and/or decision if the issue is one of law or of County regulations. A continuing aid paid pending decision shall be rendered by the Hearing Officer or appointed representative at the conclusion of the General Assistance Fair Hearing. If aid paid pending is approved, the recipient must continue to meet their</p>	Continuation to Restoration of aid proposed in item 2.	No fiscal impact.

	General Assistance Manual Section	Current Regulation	Proposed Regulation	Program Impact	Fiscal Impact
		<p>D. Impartial Hearing Officer Human Services shall provide a Hearing Officer or appointed representative who has not been involved in any way in the determination to deny, decrease or discontinue aid. The decision shall be in writing and shall be based solely on the evidence, including the case record, presented at the hearing; and it shall be in accordance with this title, the law and the regulations. The Hearing Officer or appointed representative shall not present the Agency's case.</p>	<p>General Assistance plan for self-sufficiency and other program regulations.</p> <p>D. Impartial Hearing Officer Human Services shall provide a Hearing Officer or appointed representative who has not been involved in any way in the determination to deny, decrease, <u>prorate based on restoration</u> or discontinue aid. The decision shall be in writing and shall be based solely on the evidence, including the case record, presented at the hearing; and it shall be in accordance with this title, the law and the regulations. The Hearing Officer or appointed representative shall not present the Agency's case.</p>		

Attachment A

	General Assistance Manual Section	Current Regulation	Proposed Regulation	Program Impact	Fiscal Impact
	Chapter IX. C General Assistance Budget Page 30	Current GA payment standards effective 10/01/2021.	Increase to current 10/01/2021 GA payment standards effective 10/1/2022. CW MAP is projected to increase 21% effective 10/1/2022.	There is no impact to staff time allocation. The increase to GA grant levels aligns with the increase to CalWORKs Maximum Aid Payment levels effective October 1 st , 2022. The change will increase public assistance support to vulnerable members of our community.	The increase will result in an increase to GA budget expenditures. The potential increase was included in the HSD 22/23 budget.
	Chapter IX. D Other Budget Provisions Page 32	10. Pregnancy Special Need - A special allowance of \$48.00 per month will be granted to a pregnant woman who is receiving General Assistance.	10. Pregnancy Special Need - A special allowance of \$100 per month will be granted to a pregnant woman who is receiving General Assistance.	There is no impact to staff time allocation. The increase to GA Pregnancy Special Need Payment level aligns with the increase to CalWORKs Pregnancy Special Need level effective October 1 st , 2022. The change will increase public assistance support to vulnerable members of our community.	The increase will result in an increase to GA budget expenditures. The potential increase was included in the HSD 22/23 budget



County of Santa Cruz

HUMAN SERVICES COMMISSION

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BYLAWS

SANTA CRUZ COUNTY HUMAN SERVICES COMMISSION

1. DUTIES AND RESPONSIBILITIES

As set forth in the Santa Cruz County Code Section 2.60, the Commission shall exercise the following responsibilities in its efforts to ensure the highest quality and maximum effectiveness of human services provided for the benefit of the citizens of the county:

- A. Guide long-term planning regarding meeting the socioeconomic needs of low income, disabled, disadvantaged, and at-risk people in Santa Cruz County;
- B. Advise the County Board of Supervisors on policies and priorities that affect the socio-economic needs of low income, disabled, disadvantaged, and at-risk people;
- C. Provide advice and counsel to the administrator and senior management of the Human Resources Agency on best practices in the operation of the agency's programs'
- D. Provide a forum for citizens affected by county human services programs and policies;
- E. Advise the Board of Supervisors on funding decisions affecting the socio-economic needs of low income, disabled, and disadvantaged people, including county allocation of resources to county programs and community programs funding;
- F. Integrate efforts and initiatives affecting the socio-economic needs of the poor which cross departmental, divisional, and interest group lines;
- G. Advise the Board of Supervisors on legislative matters concerning the County human services programs.

2. MEETINGS

- A. Regular meeting of the Commission shall be held the third Wednesday of every other month (January, March, May, July, September, November (or the fourth Wednesday of the month if the third Wednesday is a County-observed holiday) convening at 8:30 a.m. at the United Way Conference room, 1220 41st Avenue, Capitola, California, or at another location designated by the Commission. At least one meeting a year will be scheduled in Watsonville.
- B. No meeting of this Commission shall be held in any facility that prohibits the admittance of any person, or persons, on the basis of race, religion, color, national origin, ancestry, physical handicap, medical condition (cancer related), martial status, sex, sexual preference, age (over 40), or veteran status. All meetings shall be held at locations which are accessible to the public and which are functional for, usable, and accessible to physically handicapped persons.
- C. Special meetings may be called by the Chairperson, or by a majority vote of the Commission during any regular or special meeting.
- D. The public shall be notified in advance of the time and plane of regular and special meetings.
- E. At least forty-eight (48) hours prior to each regular meeting, an agenda for the regular meeting shall be mailed to each Commission member, representative of the news media, and each person who has submitted a written request to the Commission for notification of meetings. The following items should be mailed to each Commission member at least forty-eight (48) hours prior to each regular meeting:
 - 1. Any written material to be discussed at the meeting.
 - 2. Minutes of the last meeting.
- F. Prior to each special meeting, an agenda for the special meeting shall be mailed to each Commission member, representative of the news media, and each person who has submitted a written request to the Commission for notification of meetings. Notice for a special meeting must be received at least twenty-four (24) hours prior to the time of the meeting.

- G. A person shall not be required to register his, or her, name or fulfill any other obligation as a condition to attendance at any meeting of this Commission, but may volunteer such information for inclusion in the Commission's minutes (Government Code Section 54953.3).
- H. The meetings will be conducted in accordance with Robert's Rules of Order Revised unless otherwise specified by the authorizing legislation.

3. VOTING

- A. A majority of the voting members shall constitute a quorum.
- B. All official acts of the Commission shall comply with Santa Cruz County Code Section 2.38.150.

4. OFFICERS

- A. The officers of the Commission are the Chairperson and the Vice-Chairperson. They shall be elected by the Commissioners for a term of one year, and may serve a maximum of two consecutive one-year terms.
- B. The duties of the Chairperson are to preside over meetings, prepare agendas, represent the Commission, and be responsible for communication with the Human Resources Agency and the Board of Supervisors. The Vice-Chairperson shall assume these same duties in the absence of the Chairperson.

5. AGENDAS

- A. Commission members who wish to place items on the agenda shall give those items to the staff person of the Commission at least one week in advance of the meeting.
- B. The agenda will terminate with community oral communications.
1. Citizens shall be given approximately five minutes each to express their concerns.
 2. When further discussion is required, the Commission may vote to allot time in the agenda of the following meeting.

6. SUBCOMMITTEES

- A. Subcommittees may be appointed, as needed, by the Chairperson with the majority approval of the Commission. The Chairperson, with the majority approval of the Commission, shall terminate the subcommittee when its function is no longer necessary.

7. APPROVAL OF BYLAWS

These Bylaws, and any subsequent amendments thereto, shall be approved by the Board of Supervisors pursuant to the Santa Cruz County Code Section 2.38.140.

8. AMENDMENTS TO BYLAWS

Amendments to these Bylaws may be recommended to the Board of Supervisors by a majority vote of the Commission.

Approved as to Form

By: _____
County Counsel

DATE ADOPTED BY COMMISSION: August 12, 1991

DATE APPROVED BY BOARD OF SUPERVISORS: September 10, 1991

DATES AMENDED BY COMMISSION: December 9, 1991, May 20, 1992,

October 20, 1993, February 16, 1994, November 16, 1994, January 15, 2003

DATES AMENDMENTS APPROVED BY BOARD OF SUPERVISORS: January 1, 1992,

June 16, 1992, November 9, 1993, March 8, 1994, February 25, 2003

DRAFT
HUMAN SERVICES COMMISSION
YEAR 2022 WORK PLAN

BOARD RELATED ACTIVITIES			
OBJECTIVE	STATUTORY PURPOSE	ACTIVITIES	TIME FRAME
1. Review the Collective of Results and Evidence-Based (CORE) Investments funding process.	§2.60.050(A) & (E): Guide long-term planning regarding the needs of at-risk populations; Advise the Board of Supervisors on funding decisions.	<ul style="list-style-type: none"> • Receive reports on the new CORE funding model, and provide advice and assistance in implementing the changes • Receive and review reports on CORE Investments funding recommendations and model, as well as CORE Conditions • Receive and review reports on CalFresh outreach activities and application assistance for CalFresh and health insurance. 	<u>TBDAs needed</u>
2. Respond to matters referred by Board of Supervisors	§2.60.050: Powers and duties. (Generally)	<ul style="list-style-type: none"> • Respond to matters referred to the Human Services Commission on an as needed basis. 	As needed
3. General Commission Administration	§2.60.040: Organization and procedures.	<ul style="list-style-type: none"> • Approve biennial report and annual work plan, set meeting schedule and elect officers. 	January
4. Advocate for Human Service/Social Services Legislation	§2.60.050(G): Advise the Board of Supervisors on legislative matters concerning County human services programs.	<ul style="list-style-type: none"> • Review Departmental legislative priorities. • Receive/review Legislative Analyst’s Office (LAO) reports as appropriate. 	March / May / <u>July</u> As needed

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COMMUNITY RELATED ACTIVITIES			
OBJECTIVE	STATUTORY PURPOSE	ACTIVITIES	TIME FRAME
5. Share Information with other County health <u>Health</u> and human <u>Human service-Service commissions</u> <u>Commissions</u> <u>and other Boards</u>	§2.60.050(A), (B) & (F): Guide long-term planning; Advise the Board of Supervisors on policies and priorities that affect the needs of low income <u>low-income</u> people; integrate efforts and initiatives.	<ul style="list-style-type: none"> As appropriate: Share minutes and agendas with other County Commissions; participate in joint subcommittees; and/or include chair or designee of other Commissions in forums promoting information sharing and planning on relevant community issues. Invite other commissions to present at meetings. Invite the Workforce Development Board Chair and Director to provide reports on WIOA activities and participate in WIOA committees as appropriate. 	<p>TBD <u>As needed</u></p> <p>TBD <u>As needed</u></p> <p>TBD <u>As needed</u></p>
6. Child Support Services	§2.60.050(A) & (C): Guide long-term planning regarding the needs of at risk <u>at-risk</u> clients; advise Human Services Department Director.	<ul style="list-style-type: none"> Receive periodic reports from the Department of Child Support. Review and comment on Department of Child Support initiatives. 	<p>Ongoing</p> <p>As needed</p>

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HUMAN SERVICES DEPARTMENT PROGRAM RELATED ACTIVITIES			
OBJECTIVE	STATUTORY PURPOSE	ACTIVITIES	TIME FRAME
7. Increase community access to public assistance programs	§2.60.050(A) & (C): Guide long-term planning regarding the needs of <u>at-risk-at-risk</u> clients; advise Human Services Department Director.	<ul style="list-style-type: none"> Review and consider reports on program progress, outreach efforts and outcomes in the following areas: CalWORKs/TANF Welfare-to-Work and Work Participation Requirements, Medi-Cal, CalFresh, and the Earned Income Tax Credit. 	Ongoing
		<ul style="list-style-type: none"> Review and consider reports on the progress of federal health insurance benefits. <u>Receive and review reports on CalFresh outreach activities and application assistance for CalFresh and health insurance.</u> 	Ongoing
8. Child Welfare Services (CWS) System Improvement Plan (SIP)	§2.60.050(A) & (C): Guide long-term planning regarding the needs of at risk clients; advise Human Services Department Director.	<ul style="list-style-type: none"> Review periodic reports from HSD’s Families and Children Division Director re: system improvement goals, indicators, and progress. 	Ongoing
		<ul style="list-style-type: none"> Continue to have a Commissioner designated as a liaison to the CWS System Improvement Plan Committee and receive periodic reports from the liaison. Receive reports on the new Child Welfare Continuum of Care (CCR) and provide advice and assistance in implementing the changes 	Ongoing
9. Monitor General Assistance Program and	§2.60.050 (C): Provide advice and counsel to the HSD Director and	<ul style="list-style-type: none"> Consider changes to County General Assistance Regulations. 	As needed

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review needed changes to regulations	senior management on best practices.		
10. Veterans Services	§2.60.050(A) & (C): Guide long-term planning regarding the needs of at risk people; advise Human Services Department Director.	<ul style="list-style-type: none"> • Receive periodic reports on services and resources for veterans and their families. • Continue to have a Commissioner designated as a liaison to Veterans Services Office and receive periodic reports from the liaison. 	Ongoing Ongoing
11. Participate in Child Care Development Fee Loans Process	§2.60.050(E): Advise the Board of Supervisors on funding decisions.	<ul style="list-style-type: none"> • Designate subcommittee to review and consider new funding priorities and develop a funding process for the allocation of Child Care Development fee funds. • Make recommendations to the Board on funding. 	As needed
12. Housing Authority Family Self-Sufficiency Program	§2.60.050(A), (B) & (F): Guide long-term planning; Advise the Board of Supervisors on policies and priorities that affect the needs of low income people; integrate efforts and initiatives.	<ul style="list-style-type: none"> • Act as the Program Coordinating Committee for the Santa Cruz Housing Authority Family Self-Sufficiency Program including: <ul style="list-style-type: none"> ○ Receive periodic reports from the County of Santa Cruz Housing Authority on the Family Self-Sufficiency Program. ○ Review and comment on Family Self-Sufficiency Program initiatives. 	Ongoing As needed